



Global Understanding

Today's global marketplace calls for intercultural understanding and cross-cultural communication skills to maximize business operations and working relationships. This innovative learning opportunity cultivates participant's intercultural effectiveness when working across United States and other country cultures. Participants will gain the cultural competence required to build successful relationships with global colleagues and customers by learning how the foundational values of selected cultures manifest into behaviors, communication styles and business practices. With that understanding participants then learn the most effective means of communication, whether they are working on the ground in-country or with international counterparts here in the United States.

Focus

This course is designed for Americans and other global location employees working across cultures either on the ground or virtually.

Length 4 Hours

Performance Objectives

- Demonstrate an understanding of one's own culture.
- Recognize attributes of cultural differences and their potential impact.
- Take actions to strengthen relationship with people from a variety of cultures.
- Identify the influence of culture on communication.
- Implement strategies for effective intercultural communication.

Course modules include:

Intercultural Competence	Participants will explore cultural components including sense of timing and space, value of the individual and the importance of relationships versus tasks.
Building Relationships Across the Globe	In this module participants learn techniques to build and sustain mutually productive relationships.
Cross Cultural Communication	Participants identify specific strategies to adjust their communication style and processes to increase effectiveness.
Managing in a Global Environment (optional)	Participants look at the impact of a global environment, the primary responsibilities of a leader, and specific behaviors and actions that will increase their effectiveness.