

Course Overview:

Today's world of globalization and technological advancements emphasizes the importance of quality interpersonal communication. Intercultural communication skills are becoming perhaps more important than ever before in this time of an increasingly diverse workforce and extensive travel for business and leisure.

Course Objective:

- Define what cross-cultural communication is.
- Identify cultural values.
- Recognize cultural barriers.
- Describe nonverbal communication plus culture.
- Summarize challenges in intercultural communication.
- Describe processes for managing conflict flexibly.

Course Outline:

- Introduction
- Cultural Values
- Cultural Barriers
- Nonverbal Communication Plus Culture
- Challenges in Intercultural Communication
- Managing Conflict Flexibly
- Global Identity: Communicating with a Cross-Cultural Audience
- Becoming Ethical Intercultural Communicators.

Who Should Attend:

Managers, team leaders and supervisors who are looking for performance improvements on both an individual and team basis

Training Language:

Eng/Ar

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation