

5 Keys to Successful Cross-Cultural Communication

Objective

The difference is the flavor of life. However, the different cultural background might block the effectiveness of communication, or cause the misunderstanding further. Nobody wants to see the miserable happened in the company, however the sad story is keeping on. Once we aware the difference of between culture background, then we can know how to do the cross-cultural communication.

In this program, we will introduce several simple and effective guidance and skills, that can improve the cross-cultural communication. This program will lead the participants to well aware the benefit of communication proactively, not passively. The skill how to create positive atmosphere for the communication. At the last, to provide the strategies how to communicate effectively.

In this program, we will introduce the strategies as:

- Proactive communication, rather than passive.
- Managing the preexisting cultural perceptions and misconceptions
- Aware the cultural sensitivity and avoid the conflict
- Develop the positive rapport through talk, phone, and email.
- Understand the cultural difference by wording, tone, body language.
- Enhance the self awareness and adjust own styles.

Outlines

Create Proactive Cross-Cultural Communication

- What makes cultures so unique?
- Understanding the cultural layer
- Managing the preexisting cultural perceptions and misconceptions

- Cultural Science
- The chicken or the egg of culture
- Maximize the effective communication

Rapport Secrets to Bridge the Cultural Gap

- It's a matter of respect
- Develop the rapport
- Adapt your style
- Words, tonality and body language
- Understanding communication

Organize productive interactions

- Multicultural time expectations
- Email etiquette is cultural sensitive
- How to position and influence
- Framing your cross-cultural communication

Strategies for Relationship

- Context, Perception, and Reality
- Business and social behavioral styles
- Understanding cultural beliefs, values, and rules

Success Leaves Clues

- Body language gestures to avoid
- Acronyms, abbreviations, analogies, slang, and sports jargon
- Global etiquette tips
- Win-win cross-cultural communication

Periods: 2 days

Participants:

- Anyone who needs to work in cross culture environment