

BREAKING BARRIERS COURSE ON CROSSCULTURAL COMMUNICATION IN BUSINESS

HOW THE COURSE IS BUILT

Duration: access to the platform for 6 months

- ▶ **Access to GlobeSmart® Diagnostic Tool** – to help you build awareness

6 modules: each approx 140 minutes:

- ▶ Quizzes and materials: 30 min
- ▶ Video lectures time: 50 minutes
- ▶ Q&A session 60 min
- ▶ Additional materials and culture guides to 95+ cultures focusing on business communication
- ▶ Ask the expert functionality

Module 1 UNDERSTANDING THE BUSINESS OF CULTURE

Module 2 ON THE WAY TO GOOD COMMUNICATION

Module 3 BUILDING TRUST ACROSS CULTURES

Module 4 NAVIGATING HIERARCHY & DECISION MAKING PROCESS

Module 5 MANAGING PROJECTS & MEETINGS ACROSS CULTURES

Module 6 WORKING ACROSS CULTURES – TIPS FOR LEADERS & TEAM MEMBERS

Module 1

UNDERSTANDING THE BUSINESS OF CULTURE

YOU WILL:

- ▶ Diagnose and understand your cultural profile thanks to GlobeSmart® Tool;
- ▶ Learn what is culture and how it affects our thoughts and behaviours;
- ▶ Practice recognizing how culture shapes communication in business;
- ▶ Learn how to build cross-cultural competence.

WHAT YOU WILL LEARN

Lesson #1

WHAT IS CULTURE?

Lesson #2

WHAT IS CROSS-CULTURAL COMPETENCE AND HOW TO BUILD IT?

Lesson #3

CROSS-CULTURAL TEAM DYNAMICS AND TOOLS TO MAKE IT WORK

Module 2

ON THE WAY TO GOOD COMMUNICATION

YOU WILL:

- ▶ Learn to recognize differences in preferred communication styles;
- ▶ Learn how indirect cultures express "no";
- ▶ Practice adapting your language to meet politeness standards;
- ▶ See how feedback differs from culture to culture;
- ▶ Understand the concept of face and its importance in business.

WHAT YOU WILL LEARN

Lesson #1

WHAT IS GOOD COMMUNICATION? Direct and indirect communication

Lesson #2

POLITENESS PRINCIPLES ACROSS CULTURES

Lesson #3

GIVING FEEDBACK ACROSS CULTURES

Module 3

BUILDING TRUST ACROSS CULTURES

YOU WILL:

- ▶ Learn how your colleagues from other cultures build trust;
- ▶ See how you can build better relationships with others;
- ▶ Practice recognizing achievement;
- ▶ Learn ways to establish credibility.

WHAT YOU WILL LEARN

Lesson #1

HOW DO WE BUILD TRUST ACROSS CULTURES

Lesson #2

RECOGNIZING ACHIEVEMENT IN "WE" AND "I" CULTURES

Lesson #3

SMALL TALK ACROSS CULTURES

Module 4

NAVIGATING HIERARCHY & DECISION MAKING PROCESS

YOU WILL:

- ▶ Learn how culture affects management style;
- ▶ Recognize how your culture shapes the relationship with your boss;
- ▶ Learn about the decision making strategies to get to “yes” faster;
- ▶ Discover how to get input in mistake-averse cultures.

WHAT YOU WILL LEARN

Lesson #1

WHO IS THE BOSS (seniority, status)

Lesson #2

MAKING DECISIONS & NEGOTIATING

Lesson #3

RISK AND CERTAINTY (making mistakes)

Lesson #4

WOMEN LEADING ACROSS CULTURES

Module 5

MANAGING PROJECTS & MEETINGS ACROSS CULTURES

YOU WILL:

- ▶ Learn how culture can affect project management;
- ▶ Discover how to run effective cross-cultural meetings;
- ▶ Find solutions to common issues occurring in remote meetings;
- ▶ Identify actions to take to lead projects more effectively.

WHAT YOU WILL LEARN

Lesson #1

TIME PERSPECTIVES – LINEAR / NONLINEAR

Lesson #2

COMMON PROBLEMS IN REMOTE MEETINGS / PROJECTS

Lesson #3

HOW TO PREPARE FOR ANY MEETING BEFORE / DURING / AFTER

Module 6

WORKING ACROSS CULTURES (tips for leaders & team members)

YOU WILL:

- ▶ Get tips on how to manage cross-cultural team;
- ▶ Learn how to develop your cross-cultural competence;
- ▶ See how to address common cultural misunderstandings;
- ▶ Learn how to apply inclusive actions when working with other cultures.

WHAT YOU WILL LEARN

Lesson #1

MANAGING A CROSS-CULTURAL TEAM inclusive actions

Lesson #2

WORKING WITH OTHER CULTURES cultural misunderstandings

Lesson #3

REMEDY FOR IGNORANCE useful resources & attitude

Your cultural learning begins with GLOBESMART®



GlobeSmart can help you and your organization:



Promote team collaboration



Work effectively with global clients & vendors



Improve overseas management



Support inclusion & diversity efforts



Support international assignees & business travelers

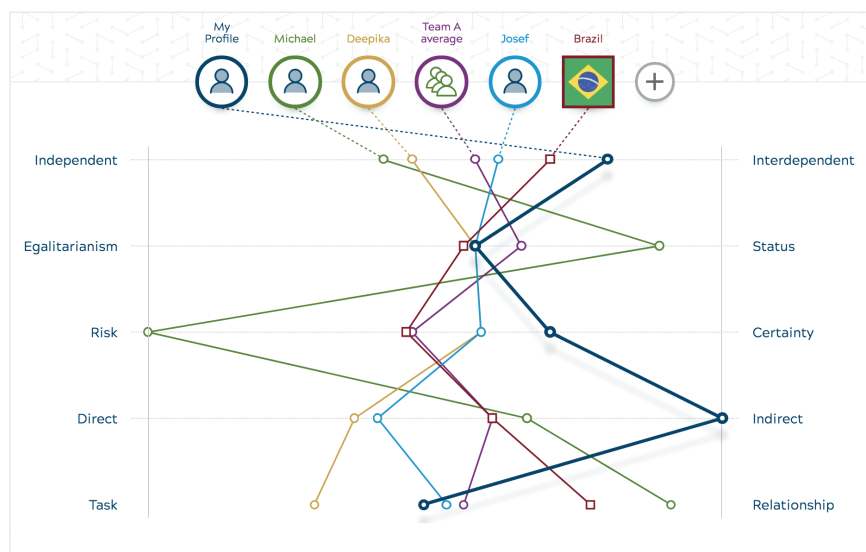


Understand colleagues' realities and challenges

FEATURES

- Over 95 Culture Guides with advice for collaborating with people around the globe
- Practical advice on effective leadership styles for cross-border teams
- A statistically validated work-style profile, available in 13 languages
- Specialized information for the LGBTQ community in each location

Join the 1,000,000+ users from more than 200 organizations worldwide to access:



GLOBESMART PROFILESM

Compare your work style with other cultures, colleagues and teams, receive dynamically generated advice, and learn strategies for improved collaboration.

