

## Developing Intercultural Competence

This programme is aimed at those who:

- are working across cultures - which includes working with people from different geographies or people with difficult cultural backgrounds
- want to understand how they can work, collaborate and communicate more effectively when working with people from different cultures.

### Course Objectives

- Developing your cultural intelligence - by learning about and adapting to different cultural values and approaches
- Enabling collaborative working in multi-disciplinary/multi-cultural teams
- Learning about communicating effectively across cultures
- Appreciating what is expected of you in driving your high-performance organisational culture.

### Course Content

#### Developing Cultural Intelligence, Understanding Differences

- What is cultural intelligence? Developing self-awareness
- Core cultural concepts: Values; attitudes; behaviours
- Working across cultures: An introduction to working with people from different cultural backgrounds. You will explore each culture by reviewing where you and they are positioned on the following dimensions:
  - Scheduling: Do people perceive time as an absolute linear point, or consider it a flexible range?
  - Deciding: Are decisions made in consensus, or made top-down?
  - Trusting: Do people base trust on how well they know each other, or how well they do work together?
- Group Discussion:
  - How does my approach to time (e.g. scheduling projects; work-life balance; handling team meetings ...) affect my team?
  - What small steps could I take to improve my effectiveness?
  - We are all working remotely: what (else) can I do to promote trust in the team and develop my working relationships?

#### Intercultural Communication & Multi-Cultural Team-Working

In everyday business life, we all communicate with team members. But what does a “good communicator” mean to other cultures? The way you answer this question suggests where you fall on the following dimension:

- Communicating – Are you low-context (simple, verbose and clear), or high-context (rich deep meaning in interactions)?
- Quiz: Let’s test your ‘Global English’
  - Using simple, plain English that your colleagues will understand
  - Deciding how formal or informal you should be
  - Avoiding understatement, idiom and ‘false friends’
  - ‘Signposting’ your language
  - Asking fruitful questions
- Remote Communication: Top Tips

- **Brainstorm:**
  - Expectations of your line manager and international colleagues
  - Your contribution to the team
  - What is expected of you as an effective team member?
- **Global Teamwork:**
  - Attitudes to authority – are bosses one of the team? Who makes decisions?
  - How do you offer feedback? Direct or indirect?
  - Work-based role-plays: Persuading and collaborating with your colleagues.
- **Summary:** the characteristics of an effective global team

### Course Details

<b>Duration</b>	Face-to-Face: 1 Day Online: Modular programme of 4 x 90-minute live sessions
<b>Max delegates:</b>	14 Face-to-face 14 Virtual

For prices and dates please get in touch

[learning@cambridgenetwork.co.uk](mailto:learning@cambridgenetwork.co.uk)

[www.cambridgenetwork.co.uk/learning](http://www.cambridgenetwork.co.uk/learning)