



Working with the World

Managing and working with people from other cultures

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About the course

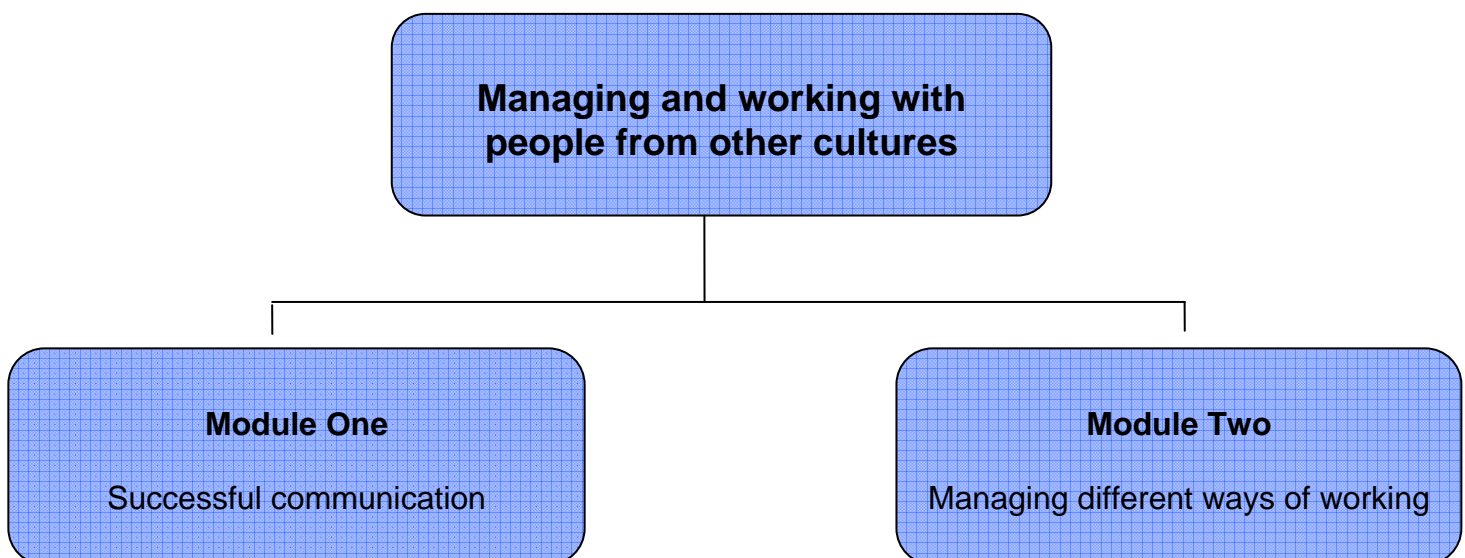
Working successfully with people from different cultures is not easy. It often requires an individual to act and think in different ways and it can challenge their ideas about the best way to work. Sometimes, when working with people from other cultures, there can be misunderstandings and miscommunication. At the same time, the experience also offers the chance to meet new people, to grow as an individual and to learn new skills that can be beneficial in the future.

This course is designed to help managers, supervisors and colleagues build the skills that are necessary to work successfully with, manage and support people from different cultures. It focuses on the development of the key elements that are essential to effective intercultural skills:

- *communication skills*, including listening and being able to express yourself clearly;
- *social skills*, including building relationships and being comfortable in unfamiliar settings;
- *interpersonal skills*, including being able to respect other people and their ways of doing things.

Programme overview

This programme involves two half-day modules:



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The programme

Morning session – 3 hours

- ✓ Module One focuses on how to communicate successfully with people from different cultures and includes:
 - The effect that diversity has on the workplace
 - The key differences in the way different cultures communicate
 - Ways to overcome difficulties in the workplace that may arise from differences in communication
 - Ways to prevent misunderstandings that can arise from differences in communication

Afternoon session – 3 hours

- ✓ Module Two focuses on how to manage different ways of working and includes:
 - Identifying the values of different cultures
 - Understanding individuals' own values and how they may affect interactions in the workplace
 - Learning to respect and work with people with different values
 - Developing practical strategies to solve difficult situations that arise from people having different values

Materials and self-study

Materials will be provided for the training programme and for follow-up self-study activities.