

Professional Development

Interpersonal and Cross-Cultural Communications - 2 Days

Course Code: PD303

One of the top challenges in many organizations is understanding cultural differences and values. When differing cultures come into contact they may share some aspects, but disparities also come into play. In order to succeed in today's cross-cultural world, individuals need the knowledge to respond positively and effectively with an open mind to these differences. This course develops students' global cross-cultural competencies and cultural intelligence in order to enhance their ability to work across boundaries. Culture is broadly defined to include national, regional, organizational, vocational, and other cultures and subcultures relevant to the global work environment.

Learning Objectives

- Experience cultural differences in thought and emotion
- Demonstrate their understanding of the theoretical, empirical, and applied managerial efforts to define cultural dimensions and cultural intelligence
- Identify and describe specific global, national, regional, organizational, and professional work cultures as well as cultural dimensions that are relevant to global managerial practice
- Effectively engage in intercultural communications, management, and leadership behaviors

Topics & Content

- The role of culture in thought and emotional processes
- LiSA, Listening Skills assessment measuring one's ability to understand the situation, attention to detail, and inference.
- Meaning-Centered Communication assessment to discover one's orientation in interpersonal communications
- The Big Five cultural differences: time, space, things, friendship and agreements
- Intercultural communication challenges

Course Information

Duration

2 days

Audience

This course is designed for personnel in the private or public workforce that wish to improve their cultural knowledge and improve cross-cultural communication skills and relationships.

Accreditations

PMI: 14 PDUs

NASBA: 16 CPEs

Nursing: 14 CEUs

OPM: 14 CLPs

OPM Competencies: Communications and Leveraging Diversity



***“It was beneficial!
I learned skills to
use in listening
I was unaware
of when actively
conversing and
communicating.”***