

intercultural communication

course description

In today's "globalised" world, contact between diverse cultures is an everyday occurrence. While cultural diversity and intercultural communication should be seen as a means of widening our perspectives and enriching our own culture, they are often a source of conflict. The roots of this conflict usually lie in a failure to understand and appreciate cultural differences.

The purpose of this course is to help participants deal with and appreciate cultural diversity and the ways in which it impacts our everyday lives in the workplace. The course looks at both verbal and non-verbal communication, focusing on confrontations between colleagues and with customers in a work-related environment. The course effectively brings together scientific research (e.g., Hofstede, Trompenaars, Hall) with practical, everyday business experience and concrete examples to illustrate how organisations can benefit from cultural diversity and intercultural communication. Exercises, role plays and games are used extensively in the course.

learning objectives

By the end of the course, participants will have a good understanding of:

- what is culture and how it impacts an organisation
- the core concepts of communication and how they are influenced by culture
- the importance of non-verbal communication
- how to evaluate cultural differences
- the importance of language in intercultural communication
- the impact of cultural differences on an organisation
- the benefits of cultural diversity to organisations and individuals

target audience

Anyone who works in a multicultural environment

REGISTRATION FORM

Form to be completed by training department / line manager

Intercultural Communication

I, undersigned

Name	
First name	
Company	
Position	
Telephone	
Fax	
Email	
Billing address	

register the following person/people for the above-mentioned training course :

	Name	First name	Position
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			
Mr / Mrs / Ms			

I have read and accept the following terms and conditions

Date and signature

Please return this form by fax to +352 22.55.99.99 or +352 22.06.39

Terms and conditions

Fees

The rate for the training course is 400 Euro per person per day. The fee includes all supporting material, lunch and refreshments.

Payment

The course fee must be paid in full on receipt of invoice. An invoice will be dispatched after completion of training.

Cancellation policy

Courses that have been booked may be cancelled up to 10 business days before the scheduled date. If the course is cancelled after that time, it will be subject to a cancellation fee of 50% of the fees due up to 5 business days before the scheduled date and 100% after that time.

fast training reserves the right to delay or cancel training course at any time without liability. In these circumstances, participants will be offered an alternative date.

Contact

For further information, please contact your Coordination Manager:

Silvia Frey

Telephone: +352 22.55.99.50

Fax: +352 22.55.99.99

Email: sfrey@fasttraining.eu