



Intercultural Communication

Communication across cultures is a very vital asset of the workplace. Indeed, it is simply formed on this particular basis: meeting new people means obtaining new perspectives about the world. Properly acknowledging the wonders and diversities of our world, which is to say by simply not alienating others on the basis of race or creed, means affording yourself the opportunity both for more new ideas about the next big product, more new ideas about areas of business such as logistics, sales management, and ultimately, more diverse and loyal customers. Given the sheer scope of intercultural communication, it is only appropriate that professionals learn their impact on all of them, new ways of speaking, how to rid ourselves of stereotypes, address areas of misunderstanding and deal with inappropriate behaviour decisively. All of these skills will ultimately help participants create a conducive environment for companies and keep company loyalty at its strongest.

Course Overview

The first part of the day will be spent getting to know the participants and discussing the workshop. Students will have the opportunity to identify their learning goals.

The Dynamics of Intercultural Communication

In this session, participants will learn the various ramifications of diverse cultures in a workplace so they may appreciate the true value of intercultural communication.

Use new words and find which ones are inappropriate

In this session, participants will learn the concept of political correctness and words which may be considered inflammatory in a world where getting closer is both an ideal and a challenge.

Rid Stereotypes

During this session, participants will be taught various stereotypes and the actual truths behind them as it will help promote a more conducive work environment.

Address Areas for Misunderstanding

Next, participants will learn what causes of misunderstanding in the workplace and how employers initiative is important to address these areas of misunderstanding.

How to Deal with Rude Behaviour

In this session, participants will learn about peer-review panels and how to file grievances, so that a more peaceful and amicable result may be reached.

Workshop Wrap-Up

At the end of the course, students will have an opportunity to ask questions and fill out an action plan.

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