

Cross-Cultural Communication Skills Training

Course Duration: 08 Hours

Course Code: CCST

1. Course Overview

Cross-Cultural Communication Skills Training is designed to help individuals effectively interact with people from diverse cultural backgrounds. This course focuses on building awareness, reducing misunderstandings, and enhancing communication in global and multicultural environments. It equips learners with practical skills to navigate cultural differences in both personal and professional settings.

2. What You'll Learn

- Understanding cultural diversity and its impact on communication
- Verbal and non-verbal communication differences across cultures
- Overcoming cultural barriers and stereotypes
- Building cultural sensitivity and adaptability
- Effective communication in global teams
- Managing conflicts in cross-cultural environments
- Business etiquette and professional behavior in different cultures

3. Target Audience

- Working professionals dealing with international clients
- HR professionals and team leaders
- Corporate employees in multicultural teams
- Customer service and sales professionals
- Students and job seekers preparing for global careers

4. Pre-Requisites

- Basic understanding of workplace communication
- No prior cultural training required
- Willingness to learn and adapt to different perspectives

5. Course Content

Module 1: Introduction to Cross-Cultural Communication

- Definition and importance
- Globalization and workplace diversity

Module 2: Understanding Culture

- Cultural values, beliefs, and norms
- Hofstede's cultural dimensions

Module 3: Communication Styles Across Cultures

- High-context vs low-context communication
- Direct vs indirect communication styles

Module 4: Non-Verbal Communication

- Body language, gestures, and eye contact
- Cultural differences in expressions

Module 5: Overcoming Cultural Barriers

- Common challenges and solutions
- Avoiding stereotypes and biases

Module 6: Workplace Communication in Global Teams

- Email and virtual communication etiquette
- Collaboration across time zones

Module 7: Conflict Resolution & Negotiation

- Managing misunderstandings
- Cross-cultural negotiation techniques

Module 8: Business Etiquette Worldwide

- Greetings, meetings, and professional conduct
- Country-specific etiquette basics

