

Description

Today's global marketplace calls for intercultural understanding and cross-cultural communication skills. Cultivate intercultural effectiveness when working across the United States and other countries. Gain the competence

required to build successful relationships with global colleagues and customers by understanding how the foundational values of selected cultures manifest into behaviors, communication styles and business practices.

Performance Objectives

- Explore cultural components including value of the individual and the importance of relationships versus tasks
- Recognize different cultural attributes and their potential impact
- Strengthen relationships with a variety of cultures
- Identify the influence of culture on communication
- Implement strategies to adjust communications styles and processes to increase effectiveness

Course Modules

Intercultural Competence—

Cultural components include sense of timing and space, value of the individual and the importance of relationships versus tasks.

Building Relationships across the Globe—

Techniques to build and sustain mutually productive relationships

Cross-Cultural Communication—

Specific strategies to adjust communication styles and processes to increase effectiveness

Increase your benefits!

Courses can be conducted at your facility or ours. Receive a cost-effective, customized training program which addresses your business's strategic objectives. Contact us to learn more.

Questions?

**Workforce &
Continuing Education
Business & Information
Technology**

14500 E. 12 Mile Road
Warren, MI 48088

Phone: 586.498.4112

workforcedev@macomb.edu

www.macomb.edu

*Workforce & Continuing Education
can customize any course
to meet the specific needs
of our customers.*