

Cross-Cultural Awareness and Communication

Course outline

Provided by: Performance Management Consultants – PMC Training



Reference no.	138-26
Duration	1.00 day(s) 6:00 hours ¹
Website link	https://pmctraining.com/training/cross-cultural-awareness-and-communication/

Working and Communicating More Effectively with People from Other Cultures

Canada is becoming increasingly more diverse, and this brings new opportunities and challenges to respond to. Employers and employees have the challenge of working in new ways with other team-members, of being part of an effective team where the members are unlike each other in race, religion, gender, sexual orientation, culture, language, generations or customs. Managers need to create an inclusive environment in which all employees understand, value, and respect each others' differences. These opportunities and challenges remain the same with other stakeholders such as clients, customers and the community. This program is designed to address all these in an interactive session.

Learning outcomes

At the end of this workshop, you will be able to:

- Explain the cultural differences in Canada in order to more fully understand and appreciate how to work more effectively and respectfully with persons from other cultures; and to communicate more effectively with people from other cultures who may differ in their communication styles, preferences and assumptions.

Workshop topics

- The changing demographics in Canada
- 'The Canadian Way': what are our values?
- Culture: adapt or retain—where cultures clash
- How we 'work' in Canada: the unwritten rules
- How other cultures 'work': different expectations and assumptions
- Causes of cross-cultural communication breakdown – unconscious bias
- Cross-cultural communication Do's and taboos – anchoring on values

¹ The course hours reflect teaching time that often correlate with continuing education credits (CEC) or professional development units (PDU). Please check with your profession's governing body, as there is no universal approach.

- Giving feedback in a culturally sensitive way
- Your communication 'style'
- Cultural differences in communications styles
- 'Reading' someone from another culture: how cultural behaviours can be misinterpreted

Prerequisites

There are no prerequisites for this course.

Who should attend this course?

This one-day training workshop is designed for organizations that work within a multicultural environment or provide service to a multicultural clientele – whether internal or external.