

# Babel

LANGUAGE AND CULTURAL TRAINING



Our Working Across Cultures programme is aimed at people who:

- are working with people from different geographies or people with difficult cultural backgrounds
- want to understand how they can work, collaborate and communicate more effectively when working with people from different cultures.

The programme is led by experienced cultural trainers who have an appreciation and understanding of cultural differences having lived and worked overseas for many years. It will provide you with a framework with practical, actionable advice.

## Programme objectives:

These practical sessions will identify the keys to understanding different cultural perspectives and will enable you to be more effective when working with your foreign team members, partners and clients by:

- developing your cultural intelligence - by learning about and adapting to different cultural values and approaches
- understanding your organisational values and how they apply to you in your role
- enabling collaborative working in multi-disciplinary/multi-cultural teams
- learning about communicating effectively across cultures.

## WORKING ACROSS CULTURES

### COURSE OUTLINE

#### Course Design

This course is designed to be delivered either face-to-face or in live online modules and offers opportunities to contribute to polls, annotate slides, take part in exercises, and participate in group discussions.

#### Course Duration

Face-to-face: 1 day

Online: Two x half-days or four x 90-minute modules.

#### Group Size

We recommend a maximum group size of 14 but larger groups can be accommodated.

#### Course Fee

Our fees depend on the course duration, how many participants will be attending and the scale of the overall programme. We are happy to work within a defined budget.

#### Contact

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## Developing Cultural Intelligence, Understanding Differences

- Introductions, objective setting and agenda
- What is cultural intelligence? Developing self-awareness
- Core cultural concepts: Values; attitudes; behaviours
- Working across cultures: An introduction to working with people from different cultural backgrounds. You will explore each culture by reviewing where you and they are positioned on the following dimensions:
  - Scheduling: Do people perceive time as an absolute linear point, or consider it a flexible range?
  - Deciding: Are decisions made in consensus, or made top-down?
  - Trusting: Do people base trust on how well they know each other, or how well they work together?
- Group discussion:
  - How does my approach to time (e.g. scheduling projects; work-life balance; handling team meetings ...) affect my team?
  - What small steps could I take to improve my effectiveness?
  - We are all working remotely: what (else) can I do to promote trust in the team and develop my working relationships?



## Intercultural Communication & Multi-Cultural Team-Working

In everyday business life, we all communicate with team members. But what does a “good communicator” mean to other cultures? The way you answer this question suggests where you fall on the following dimension:

- Communicating – Are you low-context (simple, verbose and clear), or high-context (rich deep meaning in interactions)?
- Poll: Successful international meetings?
- Quiz: Let’s test your ‘Global English’
  - Using simple, plain English that your colleagues will understand
  - Deciding how formal or informal you should be
  - Avoiding understatement, idiom and ‘false friends’
  - Signposting your language
  - Asking fruitful questions
- Remote communication: top tips
- Team performance: a look at the Tuckman ‘Form/Storm/Norm/Perform’ model, and how it impacts team effectiveness.
- Brainstorm:
  - Expectations of your line manager and international colleagues
  - Your contribution to the team
  - What is expected of you as an effective team member?
- Global teamwork:
  - Attitudes to authority – are bosses one of the team? Who makes decisions?
  - How do you offer feedback? Direct or indirect?
  - Work-based role plays: persuading and collaborating with your colleagues.
- Summary: the characteristics of an effective global team.

## Language Training

Babel offers inspiring and interactive lessons in all major languages from Beginners to Advanced. Tailored to your own specific goals and scheduled at a convenient time, you’ll receive support and motivation from your own native-speaking tutor.

## Cross-Cultural Training

Cultural competency is a skill for anyone working in a global organisation. We help people recognise and understand the inevitable cultural differences they encounter and develop the skills necessary to successfully manage these differences.