

Babel

LANGUAGE AND CULTURAL TRAINING



Communicating with others is an integral part of life. While the majority of professional exchanges are easy and successful, there are times when communication breaks down and relationships are damaged. When people work across cultures, or in international teams, the chances of this happening are much greater, as each member brings his own prejudices and cultural conditioning of what is "normal" to the encounter.

Our **Intercultural Communication Skills** programme will help you to identify key moments of misunderstanding and give you the tools and techniques you need to ensure that your exchanges with international colleagues are effective and powerful - and that they build and reinforce trust, rather than damage it.

Programme objectives:

This tailored programme will help you:

- Adapt your language to make it simple, clear and understandable
- Structure your communication to ensure you get your message across
- Know when to be more assertive/responsive
- Motivate and influence your international colleagues
- Prepare before communicating a difficult message
- Take an effective part in group meetings
- Manage challenging phone calls successfully
- Communicate effectively via email
- Build rapport, relationships and trust more effectively.

INTERCULTURAL COMMUNICATION SKILLS

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: Half-day

Online: 1 x half-day or

two x 120-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

Sue Curry

Director

E: sue.curry@babelgroup.co.uk

T: 020 8295 5877

W: www.babelgroup.co.uk

CONTENT OVERVIEW

Communication: The Cultural Dimension

Introduction to the programme: The Iceberg Model of Culture

What brings us together? A look at 'Human Universals'

What is 'normal'? Know yourself; know them

Values, attitudes, behaviours: What is the link between this programme and your organisational values?

Communication: Being Clear and Structured

Why English is difficult: idioms, grammar, phrasing, 'false friends' – how to be inclusive and clear

Global English: Using the language so that everyone can understand

Keeping control of the discussion

Structuring what you say

Communication: Preferred Styles and Approaches

Low Context vs High Context communication and its implications

The importance of non-verbal signals and voice tone, volume and speed

Direct vs Indirect communication: Clear and simple, or 'read between the lines'?

Using and interpreting silence

Communication: Building Relationships and Trust

Breaking the ice and establishing rapport

Pull vs Push Communication: Showing respect and sensitivity

The 3 key elements of trust and their importance to your remote communication

Active listening skills and sensitive questioning techniques

Communication: Effective Discussion Handling

Facilitating and structuring discussions

Giving opinions clearly and effectively

Making sure that all contributions are fair and equal

Constructive and healthy disagreement

Bringing It All Together

Reflective learning: Short, work-related case studies

Applying the learning

Agreeing Best Practice for remote, global teams

Personal Action Plan



Language Training

Babel offers inspiring 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.