

Cross-cultural competence

90-minute webinar

In a marketplace that is increasingly working globally, organisations can't afford to neglect the importance of good communication. While a multicultural workplace offers opportunities, if people don't adapt their approach there can be misunderstandings and frustration. Supporting your people in developing their cultural knowledge can give benefits through effective working relationships, better communication, improved employee retention and more productive staff. This practical session focuses on improving relationships, understanding, communication and working across cultures.

Learning objectives

- Understand some of the key differences and similarities between cultures
- Know strategies for holding business meetings, talking to, greeting and negotiating with others
- Be able to explain the differences in approach to those in positions of authority
- Know ways to build strong and lasting relationships with people from other cultures

Webinar overview

9.00 Welcome, agenda, overview

What do people say about your culture? Understanding of the different perspectives in the group and how easy it is for people to stereotype. Quick activity to uncover the snap-judgements we make about others at a glance. Objectives, agenda.

9.10 What is culture?

Understanding that culture is about more than what we see. The iceberg model for understanding how culture shapes our judgements, values and beliefs at a deep level.

9.20 The Lewis Culture Model

Overview of some of the other well-known models including Trompenaar and Hofstede. Introduction to the Lewis model for understanding the differences and similarities of global cultures. Participants share examples in 'chat' of the cultures they work with most frequently.

9.40 Culture in practice

How can culture be demonstrated in key work situations? Participants explore several case studies, including a business meeting, time-keeping, negotiating and management with examples and guidance from the facilitator. The case studies are explored through volunteer demonstrations (using video or audio), written 'chat' and activities using polls.

10.10 Building cross-cultural relationships

Basics of building strong relationships across cultures. How to handle conflict that can come from looking at the world in different ways. Participants can ask questions about specific relationships they struggle with at the moment.

10.20 Action plans and next steps

Participants reflect on their next steps and how they will implement their learning in the workplace. Each person makes a commitment for what they will do differently in a group whiteboard which can be circulated to participants following the session as a reminder of their actions.

10.30 Close