



International Training & Education Center

## CROSS-CULTURAL COMMUNICATION WORKSHOP

**Overview:** Communication skills are very important to be successful in business and in life in general. In today's globalized world you also need to have a high level of cross-cultural communication skills. This includes verbal, non-verbal skills, in addition to how we perceive the world around us. The purpose of this workshop is to help the participants better understand how to perform more effectively in a cross-cultural world.

**Participants:** Please bring all the questions you have and have fun learning about this very interesting topic. You will work in teams and there will be a prize for the winning team. If you have visited another country please be ready to share your experiences.

**Presenter:** Mr Brian O'Reilly has lived and worked in Ireland, Australia and Vietnam in addition to travelling to many other countries. In addition, Brian has worked with people from a wide variety of nationalities and cultures. In this session Brian will introduce you to the basic concepts of cross-cultural communication in addition to sharing his experiences in working with people from different cultures. He will use videos, team quizzes, and role plays to help you better understand the topic.

### 9:00am to 10:00am - Session 1

1. Introduction
2. An Overview of Communication
3. Perception and Stereotyping (How different cultures see things differently)

### 10:00am to 10:15am Break

### 10:15am to 11:00am - Session 2

1. Verbal Communication Styles (What works and what doesn't work)
2. Non-Verbal Communication (Be careful what you do!!!)
3. Five Cultural Dimensions (How countries differ)
4. Conclusion
5. Questions and Answers