

Cross Cultural Communication Skills

Understand the key elements of effective communication and develop the necessary skills to communicate with people from different cultures and backgrounds.

What Is The Course About?

This course is for anyone wishing to maximise their impact at work. Learn how to make the best of cross-cultural communications and problem-solve situations when problems do occur.

By the end of this course, you will be able to :

- create and maintain effective working relationships by understanding how communication works
- discover your own communication style and understand it's impact on others
- deal with differences between cultures and genders
- communicate effectively, even in difficult situations
- communicate persuasively

The Trainer

Rachel Harrison

Rachel is a key Rostrum trainer and one of the best and most inspiring trainers in the industry. As well as her pharmaceutical knowledge, Rachel uses her knowledge and experiences of other industries as diverse as government and media to make courses interesting and thought-provoking, whilst always focusing on practical issues and real ways of improving skills.

Rachel began her career in the performing arts and progressed to the level of Senior Education Adviser in the BBC before deciding to become a full-time communications specialist and she also holds a Masters degree in Continuing Education and Training. With this knowledge and her focus on people's scientific needs, Rachel has a track record of delivering excellent training and helping people acquire new skills that benefit their careers.

Course Fee: £525 +vat

If you book on the course more than 9 weeks in advance, a 10% discount will be applied.

Location: The Regency Hotel, 100 Queens Gate, South Kensington, London, SW7 5AG

For more information about this or any of our other courses or services, please call us on +44 (0)118 975 4512 or visit our website www.rostrumtrainingsolutions.com

Programme

Cross Cultural Communication Skills

Introduction & Objectives

Creating & Maintaining Effective Working Relationships

- understanding how communication works
- theories of communication and what they mean in practice
- assertive communication : Identifying the essential skills and qualities of an assertive communicator

Discovering Your Communication Style

- styles of communication and their impact on others
- understanding and exploring how you are perceived by other people

Dealing With Differences

- what stops us communicating effectively?
- overcoming cultural and gender barriers

Effective Cross Cultural Communication and Communication Across Genders

- stereotyping and challenging assumptions

How To Build Bridges

- making communication work in difficult situations

Communication Persuasively

- powerful communication
- key influencing and persuading skills : how to get your message across

You As A Communicator

- identification of personal areas of strength and areas for improvement

Next Steps