

Intercultural competence at work: Working across cultures

Who is it for?

Recommended for managers and individuals working in culturally diverse environments

Overview:

Culture is about perception. Different cultural backgrounds create a platform for upset or misunderstandings in the workplace. This can become even more exaggerated when using e-communication in place of face-to-face interactions and operating in a stressful disruptive work environment, as caused by Covid-19. Therefore, it is crucial that your employees develop understanding of the impact of culture on day-to-day communications, management, and the practicalities of work, now more than ever.

Aims & Objectives

During the interactive session participants are asked to reflect upon, and share their experiences of their own culture to encourage empathy and to promote better group dynamics.

They will also become familiar with a framework for understanding key cultural differences in communication style, management and work practices.

The result is openness and flexibility, as well as competence in working with colleagues and customers from different cultural backgrounds.

Outline:

- ✓ What is culture and how does it affect the way we think and behave?
- ✓ The impact of culture on work – culture clash
- ✓ Cultural dimensions
- ✓ Case studies
- ✓ Intercultural competence: Best practice and next steps

Format:

This training is delivered in one day as a face to face session, or online over four interactive sessions of 1.5 hours each over a two-day period.

The workshop is a mix of theory and practical skills development. The session ends by developing an action plan for putting learning into practice in the workplace.

Lead Trainer:

Kasia Lanucha, Intercultural Trainer and Coach

Kasia lectures and trains on working in diverse teams and intercultural communication at Cambridge University's Engineering Department. On a 1-on-1 basis, she supports PhD students and new members of staff (many of which are Chinese) in their cultural integration through coaching. She's also a partner of Wuhan University, helping students understand the biggest cultural differences they are facing in Europe by providing interactive lectures.

As the result of her first-hand experience of seeing interpersonal and business relationships flourish through greater cultural appreciation, Kasia helps businesses to embrace the full potential of their international diversity through training and coaching. She helps clients to develop the necessary awareness, knowledge and skills needed for effective intercultural interactions with their colleagues, partners, and clients. She has been involved in international projects in the private sector, including the FIAT group.