

Course Description

Cross-Border Communication AMS213



Overview

Effective cross-border communication is an essential competency for today's technical, sales and managerial personnel. This course provides participants a framework and tools to reduce misunderstandings, prevent delayed deadlines and avoid unsatisfactory outcomes as they deal with international peers and global customers. It is designed to strengthen staff's ability to effectively interact with colleagues and customers from other countries.

Learning Objectives

- Expand your ability to understand the perspectives of international colleagues and clients
- Identify how assumptions and beliefs impact your ability to work internationally
- Develop a framework to understand the business environment of other countries
- Increase your ability to communicate productively with people from other countries
- Analyze your effectiveness [strengths and development needs] in the area of cross-cultural effectiveness
- Draft a plan to improve an upcoming international communication situation

Format

This course is highly interactive and adaptive to participant's interests and needs. A discussion approach is used and is accompanied by individual and team exercises. The coverage is practical but intense and designed to impart usable skills for each participant.

Duration

This course can be run as a one or two day course.

Who Should Attend

Executives, managers and staff who deal with international personnel, customers, and vendors locally and overseas would benefit by taking this course.