

## **CROSS-CULTURAL EFFECTIVENESS**

Every person who works or anticipates working with people from other countries must contend with the serious and costly mistakes and misunderstandings caused by differences in business practices and social customs. This one-day program is designed to enhance the effectiveness of all people who work brings them in contact with those from other countries. Any person who works with personnel from other countries will learn important skills necessary for success when working in a diverse society.

### **COURSE OBJECTIVES**

Upon completion, participants will be better prepared to:

- Overcome the hidden cultural assumptions that interfere with effective intercultural interaction
- Expand their repertoire of culturally appropriate behaviors
- Understand how cultural factors impact job performance

### **COURSE OUTLINE**

1. Overview
2. Hidden and exposed dimensions of culture
3. Traits and skills for success
4. Critical incidents in intercultural settings
5. Four dimensions of national culture
6. Action Plan