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COMMITTED TO SKILLS DEVELOPMENT IN THE ICT SECTOR  
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## Cross-Cultural Business Communication

**Publisher:** CourseILT

**Code:** 0619148667

**ISBN:** 0619148667

**Version:** 1

**Course Length:** 1 day (6+ hours)

**Audience:** Students interested in learning about cross-cultural communications

**Prerequisites:** None

**What's in Cross-Cultural Business Communication:**

This trainer-friendly learning guide provides the perfect solution for a one-day training course. Designed for quick scanning in the classroom, and filled with interactive exercises, these open, modular guides virtually guarantee success for your instructors.

### Topic-Level Outline

#### Unit 1 : Workplace culture

*Topic A: \* Basics of culture*

A-1: Understanding the basics of culture

A-2: Helping someone deal with culture shock

*Topic B: \* Cultural differences*

B-1: Recognizing cultural differences

#### Unit 2 : Differences in communication

*Topic A: \* Verbal communication*

A-1: Identifying verbal communication differences

A-2: Identifying vocal quality differences

*Topic B: \* Nonverbal and written communication*

B-1: Identifying nonverbal communication differences

B-2: Identifying written communication differences

#### Unit 3 : Communicating across cultures

*Topic A: \* Building relationships*

A-1: Building relationships across cultures

A-2: Establishing rapport and building trust

*Topic B: \* Listening and responding*

B-1: Identifying the process for active listening

B-2: Providing positive and constructive feedback

#### Unit 4 : Overcoming communication barriers

*Topic A: \* Cross-cultural communication barriers*

A-1: Identifying cross-cultural communication barriers

*Topic B: \* Avoiding barriers*

B-1: Avoiding cross cultural communication barriers

*Topic C: \* Interpreters*

C-1: Using interpreters

C-2: Communicating through interpreters

#### Unit 5 : Cross-cultural business situations

*Topic A: \* Cross-cultural meetings*

A-1: Attending a cross-cultural meeting

A-2: Organizing a cross cultural meeting

*Topic B: \* Negotiating and problem solving*

B-1: Following the negotiation steps

B-2: Following the problem-solving steps

#### Unit 6 : Addressing cross-cultural issues

*Topic A: \* Communicating with co-workers*

A-1: Identifying the gestures used in various cultures

A-2: Building cross-cultural teams

*Topic B: \* Writing cross-culturally*

B-1: Designing a document for translation

B-2: Translating written communication