

# **CROSS-CULTURAL BUSINESS COMMUNICATION**

**DAYS OF TRAINING:** 1

**PREREQUISITES:** None

## **WORKPLACE CULTURE**

Basics of culture

Cultural differences

## **DIFFERENCES IN COMMUNICATION**

Verbal communication

Nonverbal and written communication

## **COMMUNICATING ACROSS CULTURES**

Building relationships

Listening and responding

## **OVERCOMING COMMUNICATION BARRIERS**

Cross-cultural communication barriers

Avoiding barriers

Interpreters

## **CROSS-CULTURAL BUSINESS SITUATIONS**

Cross-cultural meetings

Negotiating and problem solving

## **ADDRESSING CROSS-CULTURAL ISSUES**

Communicating with co-workers

Writing cross-culturally

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