

Intercultural communication - MBK A/S

Would you like to understand and manage cultural diversity?

Would you like to work successfully with cultural differences?

Do you want a deeper understanding of why people with a different background act the way they do?

Would you like to capitalize on diversity enhancing global corporate culture?

This is for anyone working in a global organization or work with clients in various countries. And for those who have face-to-face meetings, telephone calls or conference calls.

Outcome - during the course you will learn how to:

- Appreciate and understand the benefits of an inclusive culture.
- Make judgments without being prejudicial.
- Understand your own – and other peoples attitude and values.
- Understand and practice the key elements of diversity.
- Understand the dynamics of building productive relationships.
- Resolve difficulties.

Outline for Intercultural communication:

- Exercises to raise awareness.
- Gaining Insight.
- How to really understand another person.
- The power of questions.
- Creating trust.
- Developing relationships through communication.
- Handling difficult situations.

Form:

The course will allow you to explore the skills, techniques and applications of intercultural communication in a variety of professional contexts. You will advance your ability to see the world from another person's point of view. Through practical exercises and useful feedback you will develop competency in working across cultures.

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Kursusindhold

Obstacles

What are the things that tend to get in the way of communicating freely?

Awareness Pairs

The powerful impact of the way we speak, dress and use body language.

Difference

How to get the best out of the diverse cultures and make it add value to your business.

Getting to know you

Engaging conversations, material and examples of your daily challenges.

Rapport building

Mirroring other people's pace.

Building trust

Blind walk exercise to identify the principles of building trust.

Insight tool

The tool of insight gives you a better insight into other people.

Developing relationships through communication

In order to identify and meet the requests of other people, you need to establish good communication skills.

Win/win

One word stories – going for a win/win situation with the other part.

Prejudices

Prejudices are natural – our ability to prejudge situations is part of our primeval survival apparatus.

Transactional analysis

Analyzing the 'transactions' between us (Parent, Adult, Child).

Tell story of your name

How does it feel to share something personal? How does it affect you to hear something personal?

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Kursusprogram

This is an example of the schedule of the course.

Day 1:

Kl. 9 – 12.30

Outline and purpose of the day. How to maximise difference so it adds value to your business. Take advantage of increased diverse opportunities. Understand your and others cultures. Have insight into others. Have strong collaboration and intercultural working skills. Manage and maximise difference.

Kl. 13.15 – 17

Principles – an exploration of the principles – through practical exercises we experience an aid to understanding. It is a working tool rather than an explanation. Format – outline and shape of the day and how exercises will be used to practise learning.

Day 2

Kl. 9 – 12

Conversations to engage and draw out material (using examples people have brought with them). The power of the messages we give in the way we speak, dress, body language etc. What are the things that get in the way of us communicating freely? Collate the obstacles The situation, Other people and You personally

Kl. 12.45 – 16

Rapport building. In order to identify and meet others requirements you need to establish good communications. Some principles of communication. Intention, Feeling and Clarity. How can we listen to understand. What stops us from listening. What can we learn from listening. Get curious. Troubleshooting – handling difficult situations. Action plan.

Pre-course preparation: Before coming to the course we ask you to think about your own experience with intercultural communications and bring one or two examples of a successful and a challenging encounter.

We also ask you to bring the name of a person from another culture than yours, with whom you would like to have a better communication. Preferably a person with whom you interact on a business basis. Outline the following about their job: area of business, their work situation, their conditions and how many people they work with.

Bring some personal information about them (age, where they live, interests, concerns, challenges at work etc.)

Note! When you collect this information, please act sensitively towards the person and do not intrude inappropriately.

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Pris og praktisk

Cost when the course is held at our facilities:

A two-day course: 40.000 DKK

A one-day course: 23.000 DKK

The cost includes facilities, meals during the day, coffee and tea, handouts etc.

Cost when the course is held at your facilities:

A two-day course: 32.000 DKK

A one-day course: 18.000 DKK

This price requires that you provide the practicalities of the course. We can provide the handouts and bring the folders for the cost of 1.500 DKK.

All the prices above are not inclusive 25% VAT.

Facilities:

Our facilities are located at Pilestræde which is just five minutes walk from Nørreport. The course can be held at our facilities or at yours.

Duration:

We recommend a two-day duration for this course, but it can also be held as a one-day course. Or even as a talk.

Participants:

Max. 16 participants for a two-day course (optimal 12 participants)

Max. 8 participants for a one-day course.

Kontakt os i dag - Tlf. +45 3543 4474 - mail@mbk.dk

Fra <https://www.mbk.dk/kursus/internt-intercultural-communication/>

