

Cross-cultural awareness and skills

Anglais des situations professionnelles

Ref. CAS  2 jours



Objectifs

- Apprehend the complexity of inter-personal communication.
- Understand your own cultural identity and the cultural characteristics of your partners.
- Better adapt behaviour according to cultural differences.



Pédagogie

- Practical exercises to raise awareness of the intangible cultural differences.
- Simulations based on synthetic cultures for cross-cultural practice.
- Input is provided at regular intervals to complement the practical exercises.
- A file is provided.



Public concerné

Managers, engineers and all persons working in a cross-cultural context in English. People working at the present time with another culture either from their home base or in the country.



Préparation

Each participant receives a confirmation of their enrolment 3 weeks before the start of the seminar. This is accompanied by a questionnaire, asking about experience of working with different cultures, difficulties encountered, and specific needs relating to the subject.



Pré-requis

At least an intermediate level in understanding of spoken English. Open also to native speakers.



Et ensuite...

Suivi en situation :

- 3 entretiens téléphoniques d'1 heure, avec un formateur, répartis sur 3 mois
 - Ou 2 heures d'entretien en face à face
- Tarif du suivi : 300 € HT

Stage complémentaire :

- Succeed in your negotiations.



Programme

Awareness of cultural differences

- Definitions of communication, culture and cross-cultural communication.
- The five facts of communication.
- Beliefs about culture.
- The use of stereotypes: what is their origin and what are the risks for cross-cultural communication.

Knowledge – what do we need to learn about cultural differences

- The levels of culture : identity, values, beliefs, skills, behaviour and environment.
- The layers of culture : symbols, heroes, rituals and values.
- The different cultural groups.
- The dimensions of culture according to Hofstede
 - power distance
 - masculinity and femininity
 - individualism and collectivism
 - uncertainty avoidance
- Time as a defining element in cultural differences.
- The importance of information: how much information is enough ?
- Understanding the relevance of tangible and intangible elements of cultural differences.

How to adapt to different cultures

- Who adapts to who ?
- What are our reactions to the host culture : flight, dependency, fight, adaptation.
- The stages of adaptation to a new culture : euphoria, culture shock...
- How we evaluate the visitor's culture : curiosity, ethnocentrism, polycentrism, xenophilia.
- The attitudes to adopt.
- The five skills to develop.