

CULTURAL CONFIDENCE

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Duration: 1 Day
Cost: £275 + VAT

The course is designed to help you acquire and apply the skills and awareness to communicate and interact effectively with UK nationals.

Understanding cultural norms and expectations is an essential aspect of job growth and mobility, whatever your business sector, management level or function. It will enable you to communicate more effectively and build positive working relationships with UK colleagues, and aid personal and professional development in your organization.

COURSE CONTENT

- Introduction to UK Culture
 - Managing Stereotypes: perception and interpretation
 - Cultural levels: national, social, corporate
 - UK cultural dimensions
- UK Business and Social Etiquette
 - Building effective working relationships
 - Group and individual: expectations and accountabilities
 - Effective presentations, meetings and negotiations
 - Workplace etiquette: dos and don'ts
- Effective Teambuilding
 - Building on cultural diversity
 - Creating a positive dynamic with UK colleagues
 - Tips for virtual teams (phone, email, conference call)
- Communicating Effectively with UK nationals
 - Dos and don'ts for non-native English speakers
 - Getting your message across: ensuring understanding
 - Cultural communication: verbal and non-verbal (body language)



- Developing Cultural Competence
 - Self-Assessment: my business communication style
 - Discussion: UK cultural case studies
 - Summary: Key Cultural competencies

Delegates will be asked to read and reflect on a short UK case study for discussion during the course.

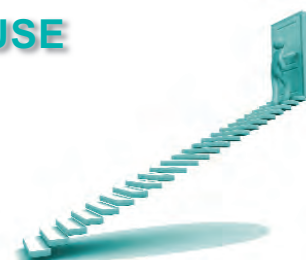
TUTOR/S

Tom Hoogewerf has provided coaching and consultancy for Fortune 500 companies worldwide. His specialist areas include Cross Cultural, Global Diversity, High Performance Teams, Post Merger Integration, Virtual and Offshore Communication.

Tom has managed International HR projects throughout Europe including Leadership, Change, Teambuilding, Motivation and Performance, Employee Communications, and People Development.

BRING THIS IN-HOUSE

- convenience and less disruption
- confidential and directly relevant
- value for money
- time savings
- freedom of expression
- better interaction and effective learning



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