



Handling Intercultural Communication In The Workplace

Duration: 5 Days

Language: en

Course Code: PM2-118

Objective

Upon completion of this course, participants will be able to:

- Understand the importance of cultural diversity and managing intercultural communication within the workplace.
- Recognise personal prejudice and business-wide prejudice; steps must be taken to educate employees and overcome them.
- Evaluate the role communication has in creating a safe working environment.
- Identify the consequences of poor intercultural communication.

- Establish open communication with all employees and encourage an environment of change.
- Assess potential challenges faced when attempting to become more culturally aware.
- Demonstrate knowledge of intercultural communication to build trust and confidence in those negatively impacted by poor communication.

Audience

This course is designed for anyone who wishes to develop their knowledge of intercultural communication to improve their organisation's diversity and acceptance further. It would be most beneficial for:

- Operations Managers
- Regional Managers
- Business Owners
- Senior Executives
- Diversity Managers
- HR Personnel
- Communications Officers

Training Methodology

This course uses a variety of adult learning styles to aid full understanding and comprehension. Participants will review case studies of established organisations to highlight successful initiatives that have improved communications and possible areas for further development.

Learning and education are promoted through a variety of learning methods, including presentations, group discussions, role-playing activities, and a group project. This combination of methods will ensure the participants develop a wide understanding of the taught content and can work with one another to offer and receive constructive feedback.

Summary

Workplace culture has long been an essential factor within any organisation, as a positive working environment has been proven to increase employee productivity and reduce the amount of sick time individuals may take. Communication has become increasingly crucial in

recent years as many organisations transition to remote and online working. However, this evolution has posed several issues regarding intercultural communication.

Intercultural communication is communication between two individuals with two separate characteristics, whether of different nationalities or religions. This communication is essential for managing a diverse and safe working environment. Those within leadership roles should be responsible for educating themselves and their employees to be more culturally sensitive and more aware of differences. Different cultures often come with different languages, gestures, and ways in which a person is addressed. If these are to be disrespected, even unintentionally, it can lead to those within that culture feeling ignored and unsafe at work.

To encourage better intercultural communication, leaders should actively try to improve their knowledge and understanding of various cultures to communicate and engage with individuals more effectively. Furthermore, many methods and actions can be taken to promote organisation-wide learning and improvement regarding intercultural communication.

Course Content & Outline

Section 1: Introduction to Communication

- Explaining the importance of inclusive and effective communication within an organisation.
- External and internal factors that can influence how people communicate.
- Understanding the consequences of poor communication on the individual and organisation as a whole.
- Typical communication channels within an organisation.
- Examining what personal characteristics may influence the way an individual communicates.

Section 2: Increasing Diversity

- Encouraging a more diverse working environment through communication.
- Recognising the direct correlation between a diverse working environment and an open-minded organisation.
- Various methods to increase diversity within an organisation such as positive action.
- What factors may influence specific communities to engage with an organisation?
- Protecting all individuals within the workplace.

Section 3: Overcoming Prejudice

- Recognising personal prejudices held towards other people.
- Acknowledging company-wide prejudices towards others.
- Discovering the root cause of these prejudices both personally and within the organisation.
- Taking responsibility for current or past unfavourable behaviour and guaranteeing improvement.

- Techniques and methods to help overcome prejudice and improve future behaviour.

Section 4: Understanding Intercultural Communication

- Exploring what intercultural communication encompasses – language, tone, addressing individuals, body language and behaviour.
- Investigating what communities or characteristics are within the organisation.
- Research relevant groups and their particular cultural communication characteristics through internal and external sources.
- Encouraging employees to share their cultural habits to start the conversation of openness.

Section 5: Improving Intercultural Communication

- Engaging with individuals about their background, language, and culture.
- Establishing organisation-wide initiatives to improve communication – diversity workshops, 1-to-1 interactions to discuss goals or issues, and communication induction courses.
- Closely monitoring the progression of communication and diversity initiatives to ensure on-track development.
- Ensuring all work benefits are equal – respecting all religious and cultural holidays and important events regarding time off.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by the British Assessment Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

Customer Service & Public Relations (PR), EAPA Approved Courses, Government and NGOs,

Tags

Communication, Culture, cultural communication, Language

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YouTube Video

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