

Cross-Cultural Business Communication

1 day

Description

This ILT Series course teaches students the basics of cross-cultural business communication. Students learn about how cultural differences affect speech, nonverbal, and written communication. Students learn how to identify cross-cultural barriers, work with interpreters and translators, organize and participate in cross-cultural meetings, and handle negotiations and problem solving in cross-cultural meetings. Students also learn about building relationships as well as teams across cultures.

Prerequisites

- *None*

Course Outline

Unit 1: Workplace culture

Topic A: Basics of culture

Topic B: Cultural differences

Unit 2: Differences in communication

Topic A: Verbal communication

Topic B: Nonverbal and written communication

Unit 3: Communicating across cultures

Topic A: Building relationships

Topic B: Listening and responding

Unit 4: Overcoming communication barriers

Topic A: Cross-cultural communication barriers

Topic B: Avoiding barriers

Topic C: Interpreters

Unit 5: Cross-cultural business situations

Topic A: Cross-cultural meetings

Topic B: Negotiating and problem solving

Unit 6: Addressing cross-cultural issues

Topic A: Communicating with co-workers

Topic B: Writing cross-culturally