

Training Course on Mastering Cultural Competencies and Cross-Cultural Communication

15 – 19 February 2027
Kuala Lumpur

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Ref: 36301_22503 **Date:** 15 – 19 February 2027 **Location:** Kuala Lumpur **Fees:** 5200 Euro

Course Overview:

The course is designed to equip business professionals with the skills and knowledge necessary to excel in a globalized market. This complete course delves into the nuances of intercultural communication, emphasizing the importance of cultural competence in business. Participants will explore cross-cultural communication strategies, understand the factors influencing cross-cultural business interactions, and learn effective techniques for managing language differences in business settings. By examining social structures, historical contexts, and environmental influences on communication, this course aims to enhance participants' abilities to navigate international business communication challenges.

Target Audience:

- Business Executives
- International Business Managers
- HR Professionals
- Marketing and Sales Managers
- Project Managers
- Customer Service Representatives
- Professionals involved in global trade and international relations

Targeted Organizational Departments:

- Human Resources
- International Sales and Marketing
- Customer Service
- Corporate Communications
- Project Management
- Training and Development
- Global Operations

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Targeted Industries:

- International Trade and Export
- Multinational Corporations
- Hospitality and Tourism
- Education and Training
- Healthcare
- Technology
- Financial Services
- Non-Profit Organizations

Course Offerings:

By the end of this course, participants will be able to:

- Master intercultural communication techniques for effective international business communication.
- Identify and navigate cross-cultural business factors influencing global interactions.
- Manage language differences and social structure impacts in business communication.
- Utilize non-verbal communication strategies in cross-cultural settings.
- Implement best practices for leading diversity, equity, and inclusion initiatives.
- Enhance conflict resolution skills in cross-cultural contexts.
- Develop complete cultural competence for business excellence.
- Apply Hofstede's and Trompenaars' cultural dimensions theories to real-world scenarios.
- Improve business relationships through understanding and respect for different cultures.

Training Methodology:

This course employs a variety of interactive and engaging training methodologies to ensure a complete learning experience. Participants will engage in case studies, group work, role-playing exercises, and interactive sessions to simulate real-world cross-cultural communication scenarios. Feedback sessions will provide personalized insights, and practical workshops will focus on enhancing specific skills.

Course Toolbox:

- Workbooks and training manuals
- Access to online resources and e-learning modules
- Case study materials
- Checklists and templates for cultural assessments
- Templates for effective cross-cultural communication

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Course Agenda:

Day 1: Foundations of Intercultural Communication

- **Topic 1:** The Importance of Intercultural Communication in International Business Activities
- **Topic 2:** Factors Influencing Cross-Cultural Business in International Business
- **Topic 3:** Language Differences in Business Communication
- **Topic 4:** Differences in Social Structure and History
- **Topic 5:** Influence of Environment and Technology on Communication
- **Topic 6:** Non-Verbal Communication in Business
- **Reflection & Review:** Reflecting on the foundational concepts of intercultural communication and their significance in international business.

Day 2: Effective Cross-Cultural Communication Strategies

- **Topic 1:** Suggestions in Cross-Cultural Business Communication
- **Topic 2:** Familiarizing Workforce with Language Communication Patterns of Different Countries
- **Topic 3:** Respect and Tolerance in Cross-Cultural Business
- **Topic 4:** Enhancing Conflict Resolution Ability in Cross-Cultural Settings
- **Topic 5:** Improving Cultural Competence
- **Topic 6:** Cultivating complete Quality of Intercultural Communication for Business Personnel
- **Reflection & Review:** Reviewing effective strategies for cross-cultural communication and practical applications in business.

Day 3: Theoretical Frameworks and Practical Applications

- **Topic 1:** Hofstede's Cultural Dimensions Theory
- **Topic 2:** Trompenaars Cultural Dimensions
- **Topic 3:** Leading Diversity, Equity, and Inclusion Initiatives
- **Topic 4:** Understanding Cultural Characteristics and Value Dimensions
- **Topic 5:** Culture and Business Communication
- **Topic 6:** Language, Culture, and Communication
- **Reflection & Review:** Reflecting on theoretical frameworks and their practical implications in cross-cultural settings.

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Day 4: Advanced Communication Techniques and Relationship Building

- **Topic 1:** Introduction in Cross-Cultural Conversations
- **Topic 2:** Nonverbal Communication Techniques
- **Topic 3:** Building Interpersonal Relationships in Different Cultures
- **Topic 4:** Managing Cross-Cultural Conflict
- **Topic 5:** Dealing with Culture Shock
- **Topic 6:** Enhancing Cross-Cultural Communication Skills
- **Reflection & Review:** Reviewing advanced communication techniques and strategies for building effective cross-cultural relationships.

Day 5: Practical Scenarios and Business Etiquette

- **Topic 1:** Practical Applications of Cross-Cultural Communication Skills
- **Topic 2:** Case Studies in International Business Communication
- **Topic 3:** Dining Etiquette and Table Manners in Different Cultures
- **Topic 4:** Effective Communication in International Business
- **Topic 5:** Training for Intercultural Business Personnel
- **Topic 6:** Developing Long-Term Cultural Competence in Business
- **Reflection & Review:** Reflecting on practical scenarios and business etiquette, preparing for real-world cross-cultural interactions.

How This Course is Different from Other Cultural Competency Courses:

The course stands out by providing a complete, hands-on approach to mastering the complexities of intercultural communication in a business context. Unlike other courses, this program integrates Hofstede's and Trompenaars' cultural dimensions theories with practical applications, ensuring participants can apply theoretical insights to real-world scenarios. The course also emphasizes the development of complete intercultural communication skills, enhancing participants' ability to navigate cross-cultural business factors, manage language differences, and lead diversity, equity, and inclusion initiatives.