

## Communication Skills for Cultural Sensitivity

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### Program Description

**Cultural barriers can be gender-specific, ethnic, religious, generational or even corporate.** Most corporations have strong, distinctive, value-driven cultures. With fast growth and change, many it is sometimes intimidating for a new member to "fit-in" and feel comfortable in a new culture. In light of an increasingly diverse workforce and client base, managers and supervisor's benefit from learning culturally sensitive approaches for interpersonal success.

In this compact, ½ day workshop, you'll develop new awareness of and tactics to address issues of cultural sensitivity to create or enhance a workplace where employees are empowered to fully contribute talent and skills to the organization in a positive, supportive environment.

### You'll benefit by learning to:

- Value diversity
- Understand the business rationale of diversity
- Break down cross-cultural communication barriers
- Narrow the trust gap
- Understand the impact of selective perception
- Identify and use effective approaches to difficult behaviors
- Envision The "Iceberg Concept" for sensitivity awareness
- Demonstrate the "Global Beads" experiential exercise

**Maximum participants:** 15

**Program length:** 1/2 day