

Cross Cultural Skills

Prof. Michelle Wells
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MODULE DESCRIPTION

In current economic client, maximising the use and The modern day brings resources closer together but how close can we or should we get? Should we be on first name terms? Can one build a team of co-workers in Saudi Arabia? Should one avoid eye contact as a sign of respect? Can we huddle together to make a collective decision? Can one run a brain-storming session in China? Should we treat time as an important commodity? Can one use silence as an affirmative signal? Closer together may mean trading internationally but the culture differences means that the oceans will collide, with radically different leadership styles, business expectations, processes, behaviours and standards. Managers' and professionals alike will need considerably, hot intercultural skills to manage clients in Sweden, the supplier in China and a team in Italy to overcome some of the most ingrained cultural attitudes and behaviours and calm the waters of difference This interactive course offers you the opportunity to ensure a smooth meeting of the oceans through the knowledge of intercultural diversity and communication. We challenge you to understand other cultures, integrate and maximise resources, and remove the barriers of communication in today's borderless world of business.

MODULE LEADER

Michelle Wells is an internationally experienced hospitality professional and educator coupled with a background in event management and holds a Masters in Convention and Events Management from Southern Cross University, Australia. She has worked in hospitality education as a Programme Manager and lecturer in Les Roches, Hotel Management School and as a facilitator in Mexico and the Ukraine. Her professional career in hospitality has taken her from resorts in Greece to the UK and to the Maldives with stops in Switzerland along the way, most recently as an independent hospitality consultant and trainer for companies worldwide. She has firm knowledge and experience in management and takes the most pleasure as a facilitator to learning where she can put her creativity, energy, and language and people skills to use. In her free time, Michelle enjoys sports such as volleyball, skiing, squash, tennis, and is a certified diver.



LEARNING OBJECTIVES

By the end of the Module, participants will be able to:

Knowledge

- Understand the multidimensional identity of culture; values, attitudes and beliefs in the high and low context cultures.
- Identify and discuss the realms of intercultural Communication

Competencies

- Differentiate between and adapt to cultural differences in a professional environment.
- Effectively lead and interact with professionals employing intercultural skills and successfully manage business relationships from an integration of disciplines unrestricted by boundaries and borders.

Mindset

- Knowledge of multidimensional cultures.
- Development of intercultural skills to ensure the smooth waters to international success.

METHODOLOGY

Interactive lecture-discussions, workshops and case-studies.

PARTICIPANTS

Managers and executives from any type of business and discipline, stumbling against the diversity of cultural differences and vested in developing intercultural competencies.