Persönliche und soziale Kompetenz

Virtual Classroom

Working Successfully with International Business Partners

The basics of intercultural competence

Working, meeting, negotiating and corresponding with colleagues or clients from different parts of the world can be difficult. To handle this challenge and to be successful in international business you need the ability to bridge cultural differences. This training will help you to understand the impact of culture, to communicate more effectively and to prevent conflicts in international settings.

Booking number
31723

Learning time
Online workshop in five modules – each 2.5 hours

Price
individually on request

You will learn to

- define and clarify your own cultural map,

- raise and enhance awareness for cultural diversity,

- develop your intercultural competence,

- communicate confidently in intercultural settings,

- use your acquired strategies to operate and lead more effectively,

- foster new and more positive relationships between you, your team and other persons in intercultural settings.

Content

Module 1: Intercultural competence
- What is culture?
- discovering our cultural identity
- norms and values
- self-perception and perception of others

Module 2: The base of a good business relationship
- dealing with prejudices and stereotypes
- how to build trust with your business partners and establish a good relationship
- typical misunderstandings with international contacts

Module 3: Effective communication with international business partners
- different forms of intercultural communication
- developing effective communication strategies
- giving and receiving feedback

Module 4: International teamwork
- leadership and hierarchy: competence-based vs. hierarchical thinking
- how to motivate people
- time management
- project management
- presentations, meetings and negotiations with international partners
- rules and structures vs. flexibility

Module 5: How to deal with conflicts
- intercultural conflict management: the conflict tree
- different ways of approaching and dealing with misunderstandings and problems
- successful methods for resolving intercultural conflicts

Additionally, a self-learning time or work in groups of one hour per module is recommended.