

# Cultural Diversity *skills*

IN ORDER TO MAXIMISE WORKPLACE EFFECTIVENESS, IT IS IMPORTANT TO APPLY DIFFERENT STRATEGIES WHEN COMMUNICATING WITH DIFFERENT PEOPLE. THIS WILL AVOID THE CREATION OF CONFLICTS AND MISUNDERSTANDINGS.

Communicating with people from different cultures is very common in today's workplace. This can involve dealing with a culturally diverse population of stakeholders. In order to maximise workplace effectiveness, it is important to apply different strategies when communicating with different people. This will avoid the creation of conflicts and misunderstandings.

## How good are you at dealing with different cultures in the workplace?

Ask yourself the following:

1. I actively listen to what the other person has to say.
2. I understand that every individual has different values and way of thinking.
3. I use effective communication skills when dealing with people from different cultures.
4. I apply appropriate behaviour in order to strengthen business relationships.
5. I am aware of the challenges that arise during cross cultural communication.
6. I respect all cultures.
7. I always maintain my professionalism when dealing with other cultures.
8. I know the cultural traits and its effect on my organisation.
9. I understand how the Australian culture is perceived by others.
10. I avoid talking about things that can offend other cultures.
11. I develop strategies to work effectively with other cultures.
12. I can communicate confidently with other cultures.
13. If I don't understand something, I ask for clarification.
14. I always aim at improving business relationships with customers/colleagues from different cultures.
15. I have highly developed active listening and key questioning skills.
16. I am interested to learn more about other cultures.

### YOUR SCORE

People who are good at communicating with different cultures generally score "YES" to 13 of these questions.

If you scored less, you should think about learning how to effectively deal with a culturally diverse workplace.



Your **Cultural Diversity Skills** program focuses upon the cultural nuances, which occur when dealing with individuals from different cultures and countries. This program will enable participants to learn the skills and knowledge to build successful cross-cultural business interactions.

## Key learning outcomes

Your **Cultural Diversity Skills** program will give participants the skills to:

- Develop suitable techniques and communication skills that improve understanding, problem solving, and build existing trust levels.
- Adopt an approach and/or communication style depending on the specific requirements of a particular culture.
- Build a platform where people from different cultures feel confident to express their opinions.
- Build effective cross-cultural, professional relationships. (based on an understanding of the business practices in the target cultures).
- Illustrate to Australian staff members those behaviours that offend and thus which to avoid when wanting to engage in a professional manner with others.
- Identify an individual cultural frame of reference and become more self-aware of other people's perception making processes.

## Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- **Ideal group size:** 4 - 10 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** This program can be adapted to meet your requirements.
- **Cost:** Price on request.
- **Target Audience:** Employees, Supervisors, Team Leaders, Senior Managers or CEO's.

If you would like more information on this training program, please contact:  
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