

# Conducting successful intercultural relations

Hands-on course of 2 days - 14h

Ref.: RUI - Price 2025: 1 590 (excl. taxes)

In the context of globalisation, exchanges with international contacts form part of the activity of many companies. While enriching, they can also sometimes be a source of difficulties. Certain tools, such as the intercultural GPS, will help you better calibrate your communication.

## EDUCATIONAL OBJECTIVES

At the end of the training, the trainee will be able to:

Identifying customs and cultural codes in different countries

Deciphering the pitfalls of intercultural exchanges

Understanding European cultural differences

Adapting your intercultural communication

Experimenting and dealing with intercultural misunderstandings

## EXERCISE

Self-diagnoses, fun quizzes, video and sound clips to illustrate intercultural misunderstandings and exchanges.

## THE PROGRAMME

last updated: 08/2024

### 1) Understanding the impact of culture in relationships

- The concept of culture and intercultural: culture, perception and interpretation.
- Deciphering the pitfalls of intercultural exchanges: prejudices, stereotypes, etc.
- How are the French perceived abroad?

*Exercise* : Identification of one's own cultural preferences. Quiz on stereotypes.

### 2) Identifying the major cultural differences

- The intercultural GPS: an operational reading grid.
- Measuring the degree of emotion, neutrality, individualism, collectivism.
- Identifying the decision-making method: risks, deadlines, hierarchy.
- Understanding the influence of time: monochronism and polychronism.

*Exercise* : Illustration and awareness of intercultural issues through excerpts; training in the use of the analysis grid.

### 3) Developing intercultural skills and knowledge

- Identifying intercultural watchpoints: organisation, decision-making process.
- Identifying cultural customs and codes: Asia, Africa and America.
- Understanding European cultural differences.

*Exercise* : Fun quiz to enrich your intercultural knowledge.

### 4) Adapting your intercultural communication

- Identifying communication styles across cultures: gaze, proxemics.
- Understanding and using ambiguity and clarity through the search for meaning.
- Identifying the pitfalls of remote communication: e-mail and telephone.

*Exercise* : Intercultural communication practice through role-plays adapted to the participants' professional situations.

## PARTICIPANTS

Anyone who comes into contact with people from different cultures.

## PREREQUISITES

No specific knowledge.

## TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

## ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

## TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

## TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

## ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@ORSYS.fr to review your request and its feasibility.

### 5) Dealing with cultural misunderstandings

- Knowing the different modes of operation: by consensus or in conflict.
- Understanding the nature of commitments.
- Putting into practice different tools to better communicate internationally.

*Exercise* : Role-plays: experimenting with intercultural misunderstandings and possible reactions through role-playing.

## DATES

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### REMOTE CLASS

2025 : 11 sept., 18 déc.