

Modules	Summary of Details	Lessons
One: Facilitating Global Meetings	Facilitating across cultures. Key cultural differences in meeting communications and overcoming them. Identifying and controlling different meeting behaviors. Pre-meeting essentials. Useful meeting tools and time management. Essential post meeting activities.	6
Two: Facilitating Global Teleconferences	Key cultural differences in conference communications and overcoming them. Planning, Protocol & Process Overcoming barriers associated with lack of visual stimulus. Useful conference tools, avoiding technological issues and time management.	6
Three: High Impact Presentations	Delivering presentations across cultures “Differences in style and process” High impact openings “Hooks” Persuasive communication techniques Effective slides and holding interest. Memorable endings & dealing with difficult questions.	6
Four: Cross-Cultural Negotiations	Negotiating across cultures. “Understanding key cultural differences that can impact negotiations and success.” Practical skills “Identifying needs, wants & interests.” “Getting to Yes” Discovery techniques and the importance of identifying interests. Influencing and persuading. Closing a negotiation.	6
Five: Conflict Management Across Borders	Overcoming conflict and understanding key cultural differences that can impact success. Advanced communication techniques “Getting Past No” Self-awareness and understanding of one’s own conflict management style. Development of new conflict management behaviors and skills.	6
Six: Cross-Cultural Communications in Global Organizations	Create deeper awareness of one’s own culture and how this influences communication style. Create deeper awareness of global colleagues / clients communication styles. Learn how to operate effectively in various cultures. Cross-cultural communication techniques.	6

Modules	Summary of Details	Lessons
Seven: Competitive Communication Techniques (Debating)	Using competitive communication techniques. “When and how.” Dealing with competitive counterparts. Debate from a fixed position. Persuasive techniques Identifying weaknesses in counter-parts arguments and diplomatically rebutting them. High impact conclusions “Synthesizing”	6
Eight: Assertiveness in Global Organizations	Understand what “Assertiveness” is. Cultural aspects that effect assertiveness. How to become assertive. What barriers do we face? “Cultural, Personal & Language” Assertive communication techniques Applying these techniques to business.	6
Nine: Global Email Writing Skills	Cultural differences in writing styles. Informal versus formal Directness versus indirectness High impact writing styles. Practical application	4
Ten: International Telephone Skills	Cultural differences in “telephoning” Informal versus formal Explicit versus implicit Simple calls through to problem solving by telephone. Practical application	4
Eleven: The Art of Small-Talk and Socializing with Global Clients & Colleagues	What is “Small-talk” Why is it important? “Culture and its effect on small-talk” How to participate in small-talk “suitable topics and effective structure” Creating a positive atmosphere through small talk. Developing relationships Getting comfortable in social situations.	4

Additional Information:

- Module length can be adjusted depending on participant’s needs.
- All modules offer language support and development. The amount of time spent on language development will depend on participant needs.
- We regularly up date this list and create new modules at the request of our clients. If you have a particular need and it is currently not in our module list please feel free to contact us and make a request.