



INTERCULTURAL COMMUNICATION – 2 DAYS

LEADING INTERNATIONAL MEETINGS

Group 4-6 participants

DAY 1

9:30-9:45	Introduction	<p>Presentation of program, objectives and pedagogical approach. Check pre-work done:</p> <ul style="list-style-type: none"> ▪ 3 areas of knowledge transfer: Technical /communications skills, Cultural agility and Language ▪ Hands on practice based on own international experience, role plays and workshops ▪ 3 Construction pillars: Self-analysis of performance, Peer feedback, Consultant feedback <p>Possibility of filming performance for enhanced feedback if participant so desires</p> <p>Pedagogical objectives and knowledge transfer articulated around participants' in the field experiences, combined with participant experiential exchanges and different interactive workshop styles and role plays.</p>
9:45-10:00	Getting underway	<p>Participant expectations and objectives from training:</p> <p>Rapid individual presentations and training objectives / expectations.</p> <p>Sharing with the group, a personal experience and or hands on intercultural meetings "glitch" experienced in the field.</p>
10:00-12:45	Laying the foundations	<p>Laying down the foundations to intercultural impact on audience expectations concerning content, structure and delivery techniques for dynamizing the meeting. Who plays which roles with which masks?</p> <ul style="list-style-type: none"> ▪ Ice breaker: a tale of 15 cities with a twist. Individual work followed by group plenary feedback and comparisons <p>The ensuing 3 tier feedback and discussions allow specific knowledge transfer relative to:</p> <ul style="list-style-type: none"> ▪ The different conscious and unconscious roles played by individual group members ▪ The advantages of group collaboration over individual performance <p>Identification and classification of different styles of meetings.</p> <ul style="list-style-type: none"> ▪ The creative meeting ▪ The "objective led" informative / presentations meeting ▪ The interactive status update meeting...etc. <p>The creative meeting</p> <ul style="list-style-type: none"> ▪ Conditions for running ▪ 3 key phases and leaders' role ▪ Tools for improving impact and participation
12:30-13:30	Lunch	
13:45-16:45	Hands on practice in running	<p>The Objective led informative / Presentations meeting</p> <ul style="list-style-type: none"> ▪ Conditions for running ▪ Key steps and stages ▪ Techniques for remaining focused and adjusting to target audience requirements ▪ Verbal and nonverbal levers for leveraging key messages



		<p>Individual Presentations based on 3 feedback pillars and formulation of individual room for improvement challenges</p> <ul style="list-style-type: none"> ▪ Self-analysis of own performance (filmed if participant so desires) ▪ Peer feedback ▪ Consultant feedback and adjustment. (Technical, Verbal, Nonverbal and Language) ▪ Formulation of a challenges for future delivery
16:45-17:00	Synthesis	<p>Q&A - Check knowledge transfer and objective achievement day one</p> <p>Evaluation of the training</p>

DAY 2

9:30-9:45	Introduction « Sound Counsel »	<p>Participant thoughts, comments and reflections from day one</p> <p>Rappel and overview of key knowledge transfer from day one:</p> <p>Wall of images for participant interpretation</p>
9:45-12:30	Fine tuning	<p>The P.D.S.A. model: Plan, Do, Study, Act</p> <p>The interactive status update meeting... etc.</p> <ul style="list-style-type: none"> ▪ Written convocations and missing ingredients ▪ Setting up the room ▪ Group dynamics ▪ Evolving role plays (reviewing / confronting information. Commercial update) ▪ Participant Masks followed by second series of evolving role play
12:30-13:30	Lunch	
13:30-15:30	Cultural impact on running and participating in meetings	<p>Cultural impact on running meetings: Workshop in break out groups + plenary feedback</p> <ul style="list-style-type: none"> ▪ How culture impacts and influences our approach to management and leadership styles in different cultural contexts: Latin / Germanic / Anglo Saxon and Asian cultures ▪ Running and participating in meetings, Making, validating and communicating decisions, Structuring and presenting ideas and projects, Information flow, losing face, Empowering and delegating Approach to risk and ambiguity...etc.
15:30-16:45	Food for thought and Q/A session	<p>Winding up with the Q/A session and dealing with difficult participants</p> <ul style="list-style-type: none"> ▪ Handling difficulties and objections during the Q/A session ▪ D.E.S.C. technique for dealing with difficult participants
16:45-17:00	Synthesis	<p>Q&A - Check knowledge transfer and objective achievement day one</p> <p>Evaluation of the training</p>