

Cross-cultural Awareness Training for Diplomats	
Duration	6-12 hours
Objective	To provide the delegate with pre-departure support by raising awareness of cultural issues and their possible impact on their assignment. The programme will also supply the delegate with the key tools for successfully managing international relations. The second day will concentrate on providing the delegate with up-to-date information on the destination country and city (Country Briefing).
Content	<p>Part one</p> <p>Why is understanding culture important?</p> <ul style="list-style-type: none"> • Understanding your own culture - self-awareness exercise • What are 'cultural lenses'? • How might you be perceived by other cultures? <p>Key cultural concepts</p> <p>A brief summation of key cultural concepts and how they impact on your cultural programming and behaviour, including Hofstede's Dimensions of Culture as well as Trompenaars' model, etc.</p>
	<p>Part two</p> <p>Practical discussion - how can your cultural perceptions and values impact:</p> <ul style="list-style-type: none"> • your ability to building trust and form diplomatic relationships? • your negotiation technique? • managing your local staff? • your ability to deal with conflict resolution situations? <p>Guidance & advice</p> <ul style="list-style-type: none"> • Practical advice on managing in a culturally different environment • Making an action plan <p>Country Briefing (see sample programme)</p>
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