



Course No. and Title	9-A. CROSS-CULTURAL COMMUNICATION IN A DIVERSE WORKPLACE I	
Best For	The General audience - All industries - All professions. Anyone willing to understand and be understood in culturally diverse environments, both domestically and globally.	
Description	Successful communication is essential in a diverse workplace. Organizations with a diverse workforce are at risk of not being as productive as they can be if co-workers and managers have little understanding of the diversity in communication styles. Participants in this course will gain awareness of cultural barriers that get on the way to communications in a multicultural environment. Analyzing real examples of misunderstandings based on miscommunication, they will develop the skills necessary to communicate efficiently with people from different cultures.	
Location	This program is offered IN-HOUSE at client's location of choice.	
Participants	Maximum: 30 participants	
Options Duration and Cost	COURSE OPTIONS and DURATION	COST
	<u>Option 1.</u> Minimum - 90 minutes	\$300/hour
	<u>Option 2.</u> Multiple 90-minute sessions or extended period - same location - same Ante Meridieum or same Post Meridieum. Minimum hours	\$275/hour
	<u>Option 3.</u> 1-6 hours out-of-town assignment (100 + miles one way)	\$1,200
Related Expenses	1. Travel/Mileage	\$30 per round trip or \$.55 per mile, whichever is greater
	2. Out-of-town Assignment	Air & ground transportation + lodging + meals.
	3. Training Material	Materials: \$1- \$1.50 per participant (if applicable)
	4. Additional Participants	\$15 per participant above the maximum of 30
Take Away	1. A certificate of completion. This course may count for continuing education units. 2. Important information beneficial for you professionally, but also for your company. 3. A great networking opportunity.	
Continuing Education Units	Many organizations accept our certificate in conjunction with our detailed course description and objectives (issued separately) to fulfill their yearly continuing education units (CEUs) requirements. Check with your organization for details.	
What People Say About This Workshop	1. <i>My take away is that, contrary to what you think; miscommunication due to cultures might destroy relationships more than fighting and disagreement.</i> 2. <i>The one think I will remember, cross-cultural understanding is a key factor to better communication in this company. Teach that to the managers too!</i>	
Just a reminder!	<i>Whether or not interplanetary communications ever materialize, an even more grandiose project awaits us. This is the need for human beings to communicate with one another, here and now.</i> <div style="text-align: right;">Norman Cousins</div>	