

# Intercultural Communication and working with Diversity

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Date & Venue:

02 August 2016 Movenpick Hotel Karachi

03 August 2016 Royal Palm Lahore

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Workshop Investment:

26,500/- Exclusive of GST

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## Course Facilitator:

Ben Dobbs is an independent leadership and communications trainer and executive coach originally from York in the UK.

During his career so far, he has worked with around 70 different nationalities in the Middle East and Gulf region, and in Europe with course participants from major high market capital companies (such as Nestle, GE, Statoil, BP, Premier Farnell, GDF Suez, Schneider Electric and Sberbank), universities, business schools and the military services of several countries (including the UAE Army and the Royal Air Force of Oman).

## Course Overview:

This intensive and interactive course looks at the difficulties, opportunities and complexities of working in international contexts, focusing in detail on intercultural communication and working internationally on international and global projects. Participants are encouraged to share their own ideas and experiences and to learn from each other.



## ▶ Course Content:

The course will involve one full day's training. A number of self-study tasks will also be provided.

- What is effective communication?
- Defining "Culture"
- Key cultural models and visualizing culture
- Cultural and personal variables
- Critical incident analysis
- Differences and diversity in teams
- Using diversity for high performance
- Objective communication in international projects
- Stereotypes and majority behaviors
- Verbal, vocal and visual communications
- Directness, indirectness, politeness and diplomacy
- Time management across cultures
- Introduction to the interpersonal skills
- The golden and platinum rules
- Reflections and action planning

## ▶ Course Outcome:

By the end of the training course, participants will:

- be able to understand, recognise and handle the effects of culture on communication
- know key cultural variables relating to international business communication
- know and be able to use the skills, knowledge and mindsets needed to build relationships internationally.
- be able to use differences and diversity in teams to achieve stronger results.
- have the tools to deal with the emotion elements of intercultural communication.
- have become a more motivated and tolerant international worker able to deal with complex and ambiguous situations.

## ▶ Who should attend?

A course focusing on international communication for anyone working internationally. Participants can come from any level of seniority or experience as well as from any economic sector, with or without international experience.

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Academically, Ben is educated to MA level, during which time his study focused on culture and training people to communicate and work intercultural; other qualifications include the ILM Level 7 Diploma in Executive Coaching and Leadership Mentoring and the Cambridge CELTA. He is also a frequent conference presenter, talking recently in the Czech Republic, Poland and the UK on issues of business communication and culture. Ben has previously worked with the University of Birmingham (UK), being responsible for development of case study materials, and Saint Petersburg State University (Russian Federation).

Ben specializes in intensive courses of two to five days and is particularly interested in communications (interpersonal and intercultural), coaching and leadership in diverse environments, real and virtual teams, and working in often ambiguous global contexts. He has recently delivered leadership, interpersonal and intercultural skills training in the UAE, Russia, China and Switzerland.

Professionally, Ben enjoys creating and devising courses to meet the differing needs of participants and seeing his trainees and coaches find unique paths to success through training and coaching.



## Testimonials

"Benjamin has always proven himself to be a focused, hard-working and friendly colleague whose dedication to getting the best out of his clients has allowed him to stand out in a group of trainers known for their abilities and hard work. Constantly engaged in his own professional development, he couples his dedication to the needs of his participants with a principled and highly-ethical political belief in fairness and equality"

"Clearly your interesting methodologies went down a storm"

"I would like to thank you for the excellent presentation on Finance and Stock Market. It was very professional, clear and informative. I also enjoyed your teaching style, demonstrated in a logically structured, a well thought through and engaging session, which made it enjoyable even for people who are not experts in the complex area of finance. I am looking forward to more of your sessions in the future"

For registration(s) send us your Participants Name,  
Designation email, address & cell numbers  
Also please provide us organization's NTN #

[register@quickbizgroup.com](mailto:register@quickbizgroup.com)



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Substitutions are welcome. cancellation must be confirmed by email. For  
Cancellation made in the 05 working days to the workshop, no refunds will be given.