



## Managing and working in a multicultural team

### Sample programme

<b>Session one</b> 09.30 – 11.10	<ul style="list-style-type: none"><li>▪ Introduction</li><li>▪ Diversity in the community and workplace</li><li>▪ Cultural differences</li><li>▪ Behaviour and communication style</li></ul>
Break	
<b>Session two</b> 11.30 – 12.45	<ul style="list-style-type: none"><li>▪ Values and attitudes</li> <li>▪ Cultural briefing</li></ul>
Lunch	
<b>Session three</b> 13.30 – 14.30	<ul style="list-style-type: none"><li>▪ Effective communications<ul style="list-style-type: none"><li>- Overcoming the barriers</li><li>- Spoken, written and non-verbal communication</li><li>- Listening skills</li></ul></li></ul>
- Break	
<b>Session four</b> 14.45 – 16.15	<ul style="list-style-type: none"><li>▪ Using intercultural skills and knowledge in the workplace</li><li>▪ Cultural dilemmas</li><li>▪ Bringing it all together</li></ul>