



WORKING SMARTER

in a Multicultural World

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TRAINING LIST 2015

TITLE	FORMAT				
	90 minute Briefing	Half-day Training	Full-day Training	Multi-day Training	Webinar
INTERCULTURAL COMPETENCE TRAINING					
Cultural Sensitivity Training		•	•	•	
Working Effectively Across Cultures			•	•	
Intercultural Etiquette – Put Your Best Foot Forward Culturally	•	•			•
Unconscious Bias Training		•	•		
Cultural Diversity in the Workplace	•	•	•		•
Thought Processes and Ethics Across Cultures			•	•	
What is Intercultural Competence & Why is it Important	•	•			•
What is Unconscious Bias & Why is Everyone Talking About It	•	•			•
Customised Intercultural Competence Training	•	•	•	•	•
GLOBAL LEADERSHIP TRAINING					
Managing International Mergers and Acquisitions		•	•		
Developing Global Leaders		•	•		
Developing a Global Mindset		•	•		
Building a Culture of Inclusion			•	•	
Expanding Global Business Skills		•	•		
What is a Global Mindset & Why is it Important	•	•			•
Customised Global Leadership Training	•	•	•	•	•
MANAGING INTERNATIONAL TEAMS TRAINING					
Managing Global Millennials		•	•		
Managing Multicultural Teams		•	•		
Development of a Common Culture			•	•	
Key Communication Skills for International Managers	•	•			•
Customised International Teams Training	•	•	•	•	•
<i>See next page for more training programmes</i>					

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GLOBAL COMMUNICATIONS TRAINING					
Negotiating Across Cultures		●	●		
Presenting to an International Audience	●	●	●		●
Selling Across Cultures	●	●	●		●
Communicating Effectively in a Multicultural Workplace	●	●	●		●
Intercultural Customer Service	●	●	●		●
Customised Global Communications Training	●	●	●	●	●
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GLOBAL VIRTUAL TEAMS TRAINING					
Managing Virtual Teams		●	●		
Essential Strategies for Managing Virtual Teams	●	●	●		●
Optimising Virtual Teams - 10 Key Principles	●				●
Customised Global Virtual Teams Training	●	●	●	●	●
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COUNTRY / REGION SPECIFIC TRAINING					
Day to Day Life in a Specific Country	●	●	●		●
Country Specific Cultural Courses (China, India, Germany, USA, etc.)		●	●	●	
Repatriation Training		●	●		
Working in a Specific Country - FAQs	●	●			●
Welcome to Ireland: Doing Business with the Irish		●	●		●
Customised Country / Region Specific Training	●	●	●	●	●
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INDUSTRY / SKILL FOCUSED TRAINING					
Multicultural Customer Service for the Retail Industry		●	●	●	
Cross-Cultural Communications for International Trade Show Staff		●	●	●	
Email & Global Business Writing for Multicultural Communications	●	●	●		●
Front Line Business– Projecting an International Image		●	●		
Handling Complaints & Objections Across Cultures		●	●	●	
Listening Well in Multicultural Discussions		●	●		
Raising Your IQ: The Power of Intercultural Intelligence	●	●	●		●
Defining Problems & Decision Making Across Multicultural Teams		●	●	●	
Encouraging Innovation in Multicultural Teams		●	●		
Digital Marketing Across Countries - Keyword Localisation		●	●		
Customised Industry / Skill Focused Training	●	●	●	●	●