

### Training Plan - One Day Program on Cross Culture

Topic	Time	o	Focus Areas	Activity
Introduction & Expectation Setting	9.30 am - 10.00am	Interaction	o Introductions o Setting Expectations	
Understanding some of the salient features of the culture of your clients	10.00 am - 11.00	ILT and Activity	o What is Culture o Dimensions of Culture	ILT Training Focus group discussion on dimensions of culture
Tea Break: 11.00 am - 11.15 am				
Working with global cultures	11.15 am - 11.45 am	ILT and Activity	o Overcoming personal bias and prejudice o Assessing colleagues from other cultures	ILT and Group Discussion on personal bias and prejudice on other culture
Learning about the communication styles of your clients	11.45 am - 12.45pm	Activity and ILT	o Effective communication across borders o Different communication styles of client	RolePlay: Enact different communication style based on scenario
Relating to their lifestyle and work environment	12.45pm - 1.15 pm	ILT	o The normal work day/week o Leisure, sport and entertainment o The political and education system	
Lunch Break: 1.15pm - 2.00pm				
Making the first impression	2.00 pm - 3.30pm	Video Clip, ILT and Activity	o Dress code o Personal grooming o Tone of voice o Smiling o Greetings and handshakes o Body Language and how it is perceived o Politeness and courtesy o Avoiding gestures that may be misinterpreted o The importance of punctuality	Video: My fair lady, Pretty woman, Body language Activity: Meeting the client in formal get to gether
Tea Break: 3.30 pm - 3.45 pm				
Do's and Don'ts on the telephone	3.45 pm - 4.30 pm	ILT and Activity	o Telephone etiquette o Opening o Hold Procedure o Closing o Paraphrasing o Summarizing	Video and Role Play
Conference Call Etiquette	4.30 pm - 5.15 pm	ILT and Activity	o Ground rules for conference calls o Making introductions o Punctuality o Do's and don'ts on conference calls o Using the 'Mute' function	Vidoe and Scenario based role play
Wrap Up & Feedback	5.15 pm - 5.30 pm	Interaction		

