



Cross Cultural Sensitivity – Country Specific

Overview:

International etiquette is perhaps one of the most fundamental skills hospitality staff must acquire. Meeting the cultural needs of foreign guests, dignitaries and/or V. I. P.s ensures that offense or costly cross cultural blunders do not occur and helps raise the profile of an establishment. This programme covers a number of areas in relation to cultures and nationalities around the world.

Objective:

The objective of this workshop is to augment the self- image, vibrancy and personal style of senior executives to international standards and therefore generate higher confidence to improve their present and future work situations. Understanding the uniqueness of cultures around the world and how to apply the skills of cultural understanding to become more successful in the global business environment.

Delivery Mechanism:

Power point presentation/ live demonstration/ practical exercise.
The training will be completely interactive.

Suggested Topics:

- Importance of International Manners & Etiquette
- Country specific information on the do's and don'ts of business etiquette
- Use of names and titles
- Forms of address
- Protocol in business related social engagements.
- Communication essentials – Cross cultural tips
- Art of Conversation in a social gathering - Etiquette related to specific countries
- Welcome topics of conversation
- Topics to avoid
- Punctuality and approach to time.
- Faux pas and other situations

Methodology:

- Practical
- Slide shows

Duration:

Two-hours

Ideal batch size:

20 Participants