



Duration: 1.5 hour per week x 10 weeks

■ **Why do we run cross cultural training workshops?**

- The answer is that cross cultural exposure is not the same as cross-cultural knowledge and having an experience does not necessarily mean understanding it.
- Our workshop is designed to help you make sense of the experience and new skills you are learning and then apply those skills yourself.

■ **Who is this workshop for?**

- Our cross-cultural training workshops are excellent for all staff roles as they encourage and foster dealing with cultural diversities.
- These important staff skill building workshops involve learning about some aspects of Chinese culture and examining the behaviours and values of people in China.
- The workshop analyses the differences in the participant's original culture to view and discuss variations in assumptions, values and cultural behaviours' of the original culture.

■ **Cross Cultural Training Workshops Learning Outcomes:**

- These workshops will help you to understand the values and beliefs behind behaviors and Australian cultural differences.
- The goal in cross-cultural training is to increase your understanding, to give you a set of skills and experience to interact professionally and successfully with Mandarin-speaking staff and customers.
- It will enable participants to better communicate with Chinese staff and customers and to better understand the work culture of China.





■ WEEKLY TRAINING PROGRAM

	Content	Duration
45 minutes of Cultural Briefing	Key concept	10 minutes
	Video Demonstration	10 minutes - 2 video clips
	Case Study - Powerpoint - Handout	10 minutes - 2 short case studies
	Discussion - Question	15 minutes
45 minutes of Language Training	Video Learning	15 minutes
	Practice (using video as cues)	20 minutes
	Pair practice - Question	10 minutes

■ TOPICS TO BE COVERED IN 10 - WEEK CULTURAL BRIEFING (45 MINUTES EACH WEEK)

- Facial Expression
- Concept of Leadership
- Gestures
- Concept of Fairness
- Notion of Honesty
- Concept of Self
- Work Ethics
- General Work View
- Concept of Personal Space
- Rules of Social Etiquette
- Holiday Customs
- Style of Dress



■ TOPICS TO BE COVERED IN 10 - WEEK LANGUAGE TRAINING (45 MINUTES EACH WEEK)

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|-----------|------------------------------|
| Lesson 1 | - Brief Introductions |
| Lesson 2 | - Phonetics |
| Lesson 3 | - Greetings – Saying Hello |
| Lesson 4 | - Polite Request |
| Lesson 5 | - Chinese Names, Nationality |
| Lesson 6 | - Counting, Number |
| Lesson 7 | - Counting, Days, Month |
| Lesson 8 | - Telling Time |
| Lesson 9 | - Asking for price |
| Lesson 10 | - Review |