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# The **B·E·S·T** Cross Cultural Communication Program

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## ‘Motivating and empowering your people to perform at their **BEST** for your organisation’

Diversity is one of the greatest challenges facing any manager and every organisation today. Not only in ethnicity, age, gender but also including differences in experience and prior learning.

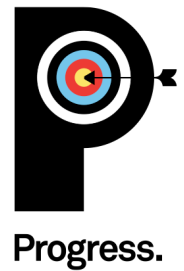
The challenge for us as human beings is that we often think that the way we are is the right way to be. That’s natural. However it can raise issues in the work place. This program was originally designed for a major Australian organisation involved in the international marketplace. A high proportion of their customers are from other parts of the world, as is a large number of their workforce.

The program’s purpose is to elevate understanding and respect, to explain issues of difference, the origin of cultural expectations, and most particularly to provide the actual experience of being different. The Program builds towards developing a greater sense of empathy and to encourage awareness of common ground, resulting in reaching a higher-level focus of purpose, intent towards the desired outcomes for the business.

Each program is customised, usually with a cultural assessment and diagnostic evaluation.

### **Our Proven Program generally includes:**

- An understanding of our purpose
- The four levels of awareness we need to work effectively
- Understanding the concept of culture and its implications
- Key Success Indicators – your attitude, behavioural styles and strategy
- Exploring different cultural values – our own and others’
- Giving and receiving the right impression



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- Understanding differences in behavioural styles
  - Seeing things differently when dealing with difficult people
  - Understanding 'face' (Saving, Giving and Losing)
  - Taking the HEAT – a simple dispute resolution processes
  - Professional assertiveness
  - Living 'above the line'

## Why Progress Training Works

### Progress Program Design and Methodology

At Progress Training Systems we undertake extensive briefings and orientation activities with clients to ensure we understand your corporate culture, terminology and procedures. We conduct diagnostic evaluations to enable us, in partnership with you, to tailor and customise the selected program to suit your organisation's style, services and other development activities.

In our own experience, a lot of time and money can be wasted on development programs that don't work. We want to achieve results, for our clients primarily - but also for our own satisfaction, reputation and referral business. We know that the only effective behavioural change occurs over time, with good on-the-job coaching and support. We work hard to create clarity of role and purpose, to define and impart skills through practical and memorable systems, and to ensure a lasting legacy that continues to achieve results long after we have left. Within client parameters, we build our programs on our own fundamental Progress Training Systems principles and philosophies.

This intensive program is lively, interactive and enjoyable, providing valuable discovery - learning processes in a secure and friendly environment.

**For further information on ways that Progress can help your organisation Progress further call today on +61 29527 2280 or email [admin@progress.com.au](mailto:admin@progress.com.au)**