

Intercultural Communication

Workshops



Working together across cultures

What is culture?

If we define culture as the social programming, the shared values and beliefs, and the visible and invisible standards and codes of a particular group, cultural differences reveal themselves on a number of levels:

- country cultures
- regional cultures
- civilisational cultures
- generation cultures
- religion
- job or industry cultures
- and many more

Spotting and recognising the cultural differences in diverse workteams or with business partners and clients is the first step to adapting behaviour to different cultures.

Simultaneously, finding similarities, shared values and common ground builds the foundation for trust.

In our multi-cultural workshops, we start by revealing the different levels of diversity and the main similarities in a group of participants. It's all about identity, belonging, differentiation and connection.

Reconciling Differences

It is easy to agree on a list of shared values, but going to the level of accepted and appropriate behaviour usually reveals sometimes unexpected cultural differences.

Reconciling opposing viewpoints and cultural differences is a win-win approach, where team members and business partners find their own codes and rules over time without losing their own identity in the process.

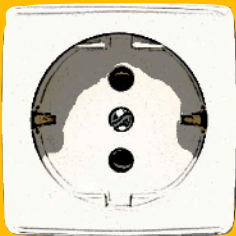
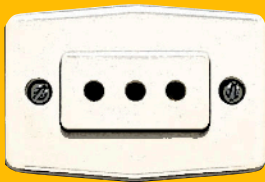
This part of our workshops is ideally based on real-life issues or case studies relevant to the day-to-day practice of the participants. It may include cultural comparisons of legislation and legal practices, and the values behind them. One of these cultural orientations is the universalist or one-size-fits-all versus the particularist or case-by-case approach.

From Ethnocentric to Ethnorelative

People with little or no exposure to cultural differences tend to see the world through the eyes of their own culture only, and tend to experience cultural difference as a burden or a threat.

However, frequent travellers, global nomads and cosmopolitan citizens tend to minimise the impact of culture and have the illusion that in a globalised world it is easy to connect across cultures. Experience shows that they can connect with other cosmopolitans, but find it hard to adapt to locals. Similar stumbling blocks may arise on a corporate level too.

We can identify where participants stand in their cultural development from denial, defence, or minimisation to more ethnorelative stages such as acceptance and adaptation.





Customising Behaviour

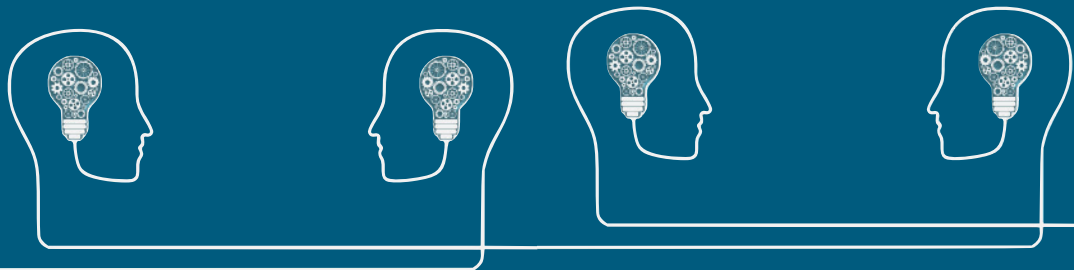
Working with different cultures does not only involve recognising and respecting differences. As codes and behaviour patterns, communication styles and attitudes towards time management, change, strategy or hierarchy are often culture-biased, we are often confronted with a number of psychological challenges that take us out of our cultural comfort zone.

“Customising” behaviour does not mean changing intention or strategy, or losing your authenticity.

It is a way to adapt communication and behaviour to make it culturally acceptable and get your meaning across.

This part of our workshops is based on simulations around the themes of

- building rapport
- managing conflicts and crises
- negotiating
- pitching
- giving feedback
- managing diverse and/or international teams



Workshops

We believe in tailoring the content of our workshops to the needs of our clients wherever possible in order to provide a learning experience which is not only engaging but practical and relevant.

Prior to any workshop/seminar itself, we interview the participants and/or managers to better understand the context in which they work, how they interact with other cultures and identify any issues or problem areas they may have encountered when dealing with those cultures.

In this way we are able to blend the client context with the relevant Intercultural Communication content and produce a workshop which will be rewarding and beneficial.

Contact us for more information : info@lexigoformation.com



[see profile](#)

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Owner and trainer at Lexigo Formation, Craig has over 16 years experience as a Trainer and Consultant in Paris, specialising in Individual Coaching for legal professionals and Intercultural Communication.

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