



GLOBAL COMMUNICATION TRAINING

Increasing business & technical complexity is giving rise to greater and greater need for high performance international / intercultural teamwork

- Today's work reality can shoot people straight into situations requiring high quality communication, using the English language as a communication tool. Very often, extra complexity is added by the use of remote-working media (telephone, email, video conferences, etc.), by physical distance and by time zone issues. Many people also experience problems relating to cultural aspects.
- The potential power of culturally diverse teams is enormous but, to harness this power, a true understanding of the cultural issues around international communications is needed.
- In addition to this, some basic, common sense communication techniques and tools can very quickly boost performance and motivation of international working partners.

Examples of professional situations encountered:

- Audio/video conference meetings: general meetings & management meetings, steering/decision fora
- "Live" (face-to-face) meetings, business trips, etc.
- Technical topics, business topics
- Every-day conversation (small talk)

Commonly found needs:

- Improve proficiency, ease and performance in international communications using the English language

PROPOSAL - GENERAL

- A module spread over 2 days
- Some preparation "homework"
- The participants come out with tools and techniques that they can effectively use in their daily life

TRAINING FORMAT OVERVIEW

Before the seminar:

At least one week before the first session, the participants will be sent a document to fill-in with their personal & professional details, interests, etc. This document will be used throughout the seminar.

Main body of the seminar

- The seminar is a mix of information from the trainers, case studies, role plays and practice.
- As much as possible, the participants themselves will do most of the talking. The spirit is one of experience-sharing. The group as a whole strengthens itself, with guidance from the trainers.
- Items covered include:
 - The use of English as an international communication tool
 - "Offshore English" - a simplified, standardised tool for international communication
 - Cultural aspects relating to international communication
 - Listener responsibility v. speaker responsibility
 - Overlapping speech v. turn-taking, space-claiming techniques
 - Best practice procedure for audio meetings (based on aviation standards)
- Techniques include:
 - Presentations, case studies & role plays
 - Advice on techniques, grammar, vocabulary, phrases & cultural aspects
 - Examples of creative problem solving



GLOBAL COMMUNICATION TRAINING

EXPECTED RESULTS

- Comprehension of the cultural aspects underlying high quality communications
- Understanding and ability to use tools for “decoding” inter-cultural issues
- Understanding & practice of “foolproof communication”
- Reinforcement of skills learnt via practice & roll-plays of problem situations
- The group “experience-sharing” approach to this seminar may also improve team spirit and interactions in day-to-day work as an additional, collateral benefit.

TIMING & LOGISTICS

- Seminar duration – 2 days
- Location - as required on site / off site

BACKGROUND OF THE TRAINERS

Pia Moberg

- Pia Moberg works as an educator and consultant at her company Japco, and provides companies and organisations with support and training to facilitate interaction with their international counterparts.
- The last years her focus has turned towards intercultural coaching and teambuilding. Her specific field of expertise is Japan and Japanese communication processes. She has been working for Volvo for many years and has been a part of the integration process with UD Trucks in Japan.
- Pia is also engaged in a research project about elite leadership education. She achieved her Ph.D. in Japanese studies at the Institute for Oriental and African languages at Gothenburg University in 2002. One of her interests is aikido (5 dan black belt holder) and she has her own dojo in Gothenburg, Sweden.



Peter Chadwick

- Peter Chadwick has over 25 years of hands-on engineering, management and project management experience in the international business environment (11 years within Volvo). Ever enthusiastic about the key role of the human element in business success, particularly the inter-cultural aspects, Peter has now turned his career to help others to navigate in today’s complex international world.
- A qualified corporate coach, Peter is specialised in the intercultural and communication aspects of high performance teams, working internationally
- Outside of work, Peter is a pilot, often taking people for initiation flights. He also enjoys scuba-diving, skiing, mountaineering and living an inter-cultural life through work, family (bi-national), friends, travel and singing in an international choir in Lyon, France.

