



London TDM

# Soft Skills and Personal Development Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 21 June 2026 To 25 June 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

In a globalized world, cross-cultural communication skills are essential for professional success. This 5-day course is designed to enhance your ability to effectively communicate with people from diverse cultural backgrounds, fostering better collaboration and understanding in multicultural environments.

## Objectives

- Understand the fundamentals of cross-cultural communication.
- Identify and overcome common barriers in cross-cultural interactions.
- Develop strategies to adapt communication styles to diverse cultural contexts.
- Enhance active listening skills for effective cross-cultural exchanges.
- Build confidence in navigating cross-cultural misunderstandings and conflicts.

## Course Outlines

### Day 1: Fundamentals of Cross-Cultural Communication

- Introduction to key concepts in cross-cultural communication.
- The role of culture in shaping communication styles.
- Exploring the dimensions of cultural variability.
- Recognizing cultural stereotypes and biases.
- Case studies on cross-cultural communication failures.

### Day 2: Overcoming Barriers to Cross-Cultural Communication

- Identifying verbal and non-verbal communication differences.
- Addressing language barriers and misinterpretations.
- The impact of cultural context on communication.
- Strategies for effective communication in a multicultural team.
- Practical exercises on empathy and perspective-taking.

### Day 3: Adapting Communication Styles

- Assessing your own communication style.
- Understanding high-context vs. low-context communication.
- Practical techniques for style adjustment in different cultures.
- Role-playing exercises on flexible communication approaches.
- Feedback session on style adaptation practices.

### Day 4: Active Listening and Building Rapport

- Developing active listening skills for better cross-cultural engagement.
- The importance of non-verbal cues in building rapport.
- Practices for demonstrating respect and understanding.
- Exercises in patience and open-mindedness.
- Group activities focused on rapport-building techniques.

### Day 5: Managing Cross-Cultural Conflicts and Misunderstandings

- Recognizing sources of cross-cultural conflict.
- Strategies for conflict resolution in diverse environments.
- Techniques for de-escalating misunderstandings.
- Developing a personal action plan for ongoing improvement.
- Final project presentation and feedback.