

**NEW RELEASE! CULTURAL/GLOBAL DIVERSITY & COMPETENCY**

## Open Mind, Open World: Improving Intercultural Interactions™

*Almost 90 percent of top executives from 68 countries named cross-cultural leadership as their top management challenge for this century. Executives surveyed cited understanding customers across cultures as the greatest of all the global leadership challenges.*

*Source: Economist Intelligence Unit*

*Boost productivity by developing cultural capability and navigating today's global workforce*

### **About the Program:**

In a global economy, cultural misunderstandings can have an immediate, negative impact on business productivity. **Open Mind, Open World** provides a solid foundation for identifying and understanding basic cultural values and behaviors. Employees and managers gain insights, strategies and skills that help minimize cultural misunderstandings and strengthen interactions.

### **After completing the program, your managers and employees will be able to:**

- Identify cultural tendencies that impact our interactions and effectiveness with global colleagues
- Identify and respond to situations involving intercultural dynamics
- Distinguish between effective and ineffective intercultural communication
- Use global awareness and the O.P.E.N. process to improve communication and productivity



### **The O.P.E.N. model involves four basic steps:**

- **O** – Observe the behavior
- **P** – Prepare a response
- **E** – Engage in communication
- **N** – Notice the results

*Cultural Competency - A global mindset and skill set that helps individuals, teams, and organizations understand, adapt to and leverage cultural differences & virtual complexity - to maximize global results.*

### **Program Objectives:**

- Identify cultural tendencies that impact our interactions and effectiveness
- Identify and respond to situations involving intercultural dynamics
- Distinguish between effective and ineffective intercultural communication
- Use global awareness and the O.P.E.N. process to improve communications and productivity

**Target Audience:** All Employees

**Course Length:** 1, 4 and 8 Hour and Self-Study Options

**Pricing:** \$995 DVD Program & Print Materials

**Video Run Time:** 32 Minutes