

Developing Cultural Intelligence – Bridging the Gap between Cultures (Canada)



Training Overview

Malaysia and Canada share 60 years of friendly bilateral ties, with bilateral trade amounting to almost RM11 billion in 2016. As the modest growth continues, Canadian companies are continuing to show an interest in setting up their businesses in Kuala Lumpur. Are you regularly in contact with colleagues or counterparts from Canada? If so, how does their egalitarian approach to leadership differ from the Malaysian hierarchical approach? Do you feel comfortable to speak up and voice out your opinions? Are you expected to do so? How can you successfully collaborate with Canadians in a respectful manner? And how can you adapt to a more direct form of communication? Through cross-cultural communication training, you will learn to develop Cultural Intelligence that will enable you to successfully address these situations and more.

Course Objectives:

- Have a strong awareness of our own culture and Canadian culture.
- Develop an understanding of how our own culture and Canadian culture affect the way we behave, communicate and react in daily business situations.
- Understand the needs of our Canadian colleagues or business partners and adapt our communication style to ensure a favourable outcome.
- Identify any counterproductive stereotypes and prejudices toward Canadians.
- Develop strategies to be more productive during interaction and communication with colleagues and clients from Canada.

COURSE BENEFITS

- **UNDERSTAND** your own cultural values and the values of Canadians
- **IDENTIFY** differences in communication styles between you and your Canadian colleagues
- **DEVELOP** strategies to bridge the gaps between your own culture and Canadian culture
- **LEARN** to communicate in a way that builds strong and trusting relationships



CULTURE BOLEH!
GLOBAL TRAINING



Within Malaysia

Call: (+60) 3-8073 3707

Malaysian Office:

F-3-16, IOI Boulevard, Jalan Kenari 5,
Bandar Puchong Jaya, 47170 Puchong,
Selangor Darul Ehsan, Malaysia

Within North America

Call: (+1) 289-801-1914

Email Us

info@cultureboleh.com

Follow us on Twitter

[@cultureboleh](https://twitter.com/cultureboleh)

Developing Cultural Intelligence – Bridging the Gap between Cultures (Canada)

Course Outline

Module 1: What is Culture?

- Understanding what culture is and how it affects us
- Getting to know our own culture
- Cultural values and how they affect your work

Module 2: Measuring Cultural Value Systems of Malaysia and Canada

- An overview of the cultural scale
- Understanding Power Distance within the workplace
 - Management styles across cultures
 - Speak up or keep quiet
 - Avoid being undervalued
- Communication Approach-Indirect vs Direct
 - How do you really feel?
 - The impact of “face saving”
 - Direct vs Rude
 - Is feedback welcomed?
- Collectivism vs Individualism
 - How important is harmony?
 - Collectivism and the impact on decision making
 - Giving praise – individually or as a team?
- Relationship vs Task
 - Just get the job done
 - Do you trust me? – Building trust the Canadian way
- Caution vs Risk
 - Can you take a chance?
 - Will you offer your opinion?
- A personal evaluation - Where am I now?

Module 3: Communicating Effectively with Canadians

- Using the 4R Strategy to build understanding and avoid judgement
- Understanding our own communication style
- A contrast in communication styles
- Bridging the gap in communication styles

Module 4: Seeing Beyond Bias and Stereotypes

- Common blocks to cross-cultural communication and understanding
- Overcoming counterproductive stereotypes and moving past bias

Module 5: Working Together with Cultural Understanding

- You CAN work together and communicate effectively
- Strengthening collaboration through diversity
- Strengthened by way of diversity

WHO WILL BENEFIT

This two-day program is best suited for:

- **Administrators** supporting end users based in Canada
- **Staff** reporting to Canadian leaders/managers
- **Executives** involved in frequent conference calls with Canadian counterparts
- **Managers** of global teams



Steve L. Muhs M.Ed.
Lead Trainer

PSMB Certified Trainer
Advanced CQ Certified Facilitator
Certified Executive Coach

A Canadian himself, Steve is a member of the global community and as such has enjoyed the opportunity to work with and train people from over 50 different countries. Having spent the last 15 years living and working in Malaysia, he hasn't just taught cultural awareness, he's lived it. Steve is an excellent communicator and has enjoyed working with a variety of organizations throughout Asia, designing and facilitating courses that have cooperatively met their objectives with great success.



CULTURE BOLEH!
GLOBAL TRAINING



Within Malaysia

Call: (+60) 3-8073 3707

Malaysian Office:

F-3-16, IOI Boulevard, Jalan Kenari 5,
Bandar Puchong Jaya, 47170 Puchong,
Selangor Darul Ehsan, Malaysia

Within North America

Call: (+1) 289-801-1914

Email Us

info@cultureboleh.com

Follow us on Twitter

@cultureboleh