



Cross Cultural Communication

Growth Through Learning

In today's competitive and dynamic healthcare climate, it is critical to develop leadership skills to help team members reach their full potential. Our goal at Philips Healthcare is to train tomorrow's healthcare leaders today and provide support across all levels of the healthcare continuum.

Philips Leadership Excellence - PLE109

Communication goes far beyond the actual words that you say; it's also how you say those words and the non-verbal messages that you send with them. The receipt and interpretation of that message depends on the other person's view of the world and his or her beliefs and values. This workshop reaches beyond the surface to explore the similarities and differences among varying cultures. It helps to teach participants to monitor and adapt the more subtle aspects of effective cross cultural communication.

Participants in this workshop will assess their beliefs and awareness around cross cultural communication and diversity and inclusiveness. Through lecture, group participation, skill practice, role-play, case studies, and coaching they learn to advance their skill levels and take communication to the next level. Participants will also be recorded at the opening and conclusion of the workshop to assess skill development.

Cross Cultural Communication (PLE109)



Course objectives.

Upon completion of this course, the participant will increase their ability to:

- Assess current beliefs and cross cultural communication skill level
- Understand dimensional balance of cultural and influence
- Develop different communication strategies based on the preferences, needs, and cultures of others
- Apply the concept of Generous Listening Skills when interacting with others
- Read the non-verbal messages being received
- Examine the impact of their non-verbal behaviors in supporting or undermining their intended communication
- Improve their ability to give feedback without judgment
- Seek to understand and come from a place of appreciation and curiosity around cultures
- Create action plans to further develop skills

Participants Receive

- Coaching throughout the session
- Written and verbal evaluation of strengths/areas for improvement
- A workbook/reference manual

Faculty

Training Edge Facilitator

Philips clinical service specialist

Locations

Course may be held in Philips central locations in Alpharetta, Georgia; Bothell, Washington; and Cleveland, Ohio. Other locations may be offered.



For more information

Contact a Philips ultrasound clinical services coordinator at 800-522-7022 and visit our education catalog at

www.learningconnection.philips.com/ultrasound

