

Communicating internationally

This course helps native English speakers to deal with the pitfalls of international communication, and to express themselves in clear international English.

We will work with you to develop a course that suits your needs. You can select the elements you want to include.

Duration 1 day

Group size Maximum 12 people

Who for Any native English speaker who does business internationally.

Objectives

- *To become more aware of the challenges of international communication*
- *To develop appropriate strategies for communicating with non-native English speakers*
- *To recognise different international communication styles*
- *To help you simplify your language without losing meaning or credibility*

Modules

- 1** *International communication: what can go wrong?*
- 2** *Understanding international communication styles*
- 3** *Techniques to improve your own communication styles*

Why do this course?

English is now the global language for business.

But the English that is used internationally between non-native speakers is not the same as the English we native speakers use amongst ourselves. The English we use is often hard for non-natives to follow, which can lead to dangerous misunderstandings. International business people need to be aware of the pitfalls, and to develop appropriate strategies for communicating more effectively with non-native speaker partners.

Benefits

By the end of the course, you'll be able to:

- 1** become more aware and more effective as an international communicator
- 2** speak clearly and simply in all situations
- 3** be more sympathetic to the problems of your non-native listeners
- 4** be able to understand non-standard English more easily

Course content

1 International Communication – what can go wrong?

Many native English speakers think they have the advantage in international situations as everyone is speaking English. This is not in fact so. People around the world are using international English as a business tool. This English is different in many respects from native English speech, but native speakers are often not aware of the differences. Neither are they aware of the problems they cause by speaking too fast or too idiomatically.

- ◆ Examples of problem situations and how to recognise them
- ◆ International English and what characterises it

2 Understanding international communication styles

Native English speakers often have difficulty understanding non-natives. This is not just because of pronunciation problems, but because of different styles and expectations.

- ◆ Examples of different international communication styles
- ◆ Intercultural issues
- ◆ Interpreting meaning
- ◆ Strategies for dealing with unclear situations

3 Techniques to improve your communication style

You may not need to learn another language: it could be a better solution for you to learn to modify your English for international situations.

- ◆ Clear pronunciation
- ◆ Organization of ideas
- ◆ Avoiding complexity
- ◆ Keeping it short
- ◆ Choosing the right words and phrases

Elements that can be added

- ◆ Dealing with particular nationalities
- ◆ Intercultural awareness building (culture general)
- ◆ Communicating in specific situations

Our approach

The course comprises both input and practice activities, such as simulations and role-plays. You will have a chance to try out the new techniques, watch yourself on video, and receive personal feedback from the course trainers.

At the end of the course...

You will be given a handbook which sets out the main characteristics of international English, and strategies for operating in it. We will also give you a feedback sheet which identifies your particular international communicative strengths and specifies goals for you to work towards.