

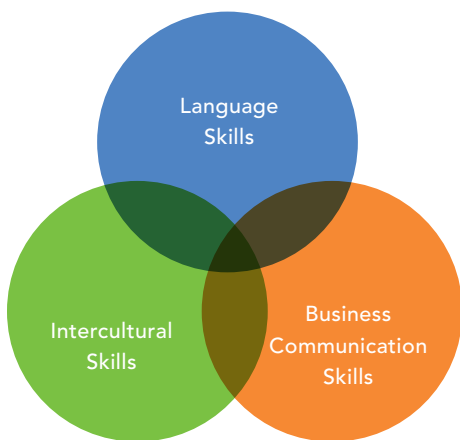
ADVANCED BUSINESS COMMUNICATION SKILLS

Is Fluency Enough?

Today's global workforce often already has the linguistic skills in English or another second language to function in global teams or perform assignment-related tasks. However, these skills don't automatically result in optimal performance. When crossing cultures, assignees face unexpected communication cues and routines, which if misunderstood can impact effectiveness. Differences in accent, cultural style and business communication protocol can create barriers that often go ignored or misdiagnosed, preventing even fluent speakers from successfully reaching their audiences and building trust. Cartus Advanced Business Communication Skills programs provide the solutions for your global employees to overcome these obstacles and truly unleash their talent.

Programs for advanced speakers of a second language who need to focus on:

- Accent modification
- Persuasiveness and influence
- Effective presentations, meeting management
- Clarity and efficiency
- Intercultural appropriateness, local norms and nuances of communication
- Business writing
- Speech, assertive or less assertive tone, body language



Features:

- Advanced business communication skills and cultural style management
- One-on-one sessions with customized training plan
- Pre- and post-program communication gap analysis
- Incorporates learner's on the job materials
- Opportunity to practice skills: prepare and deliver presentations, lead conference calls or write emails

Benefits:

Optimizes individual, team and organizational performance by:

- Strengthening leadership through increased confidence and credibility
- Unleashing potential of talent by ensuring full contribution and inclusion of employees
- Enhancing team effectiveness through improved communication
- Addressing and removing critical linguistic and cultural communication barriers

Voice of the Customer:

- "It was more than a language program, it was coaching. My coach helped me to go through difference situations at an organizational, cultural and language level."
– Turkey to USA
- "It provided the opportunity for me to correct my accent. Also, the curriculum touched on exactly the things I felt I needed for nuances in business conversations, and small talk."
– France to Singapore
- "The training is not a one-size-fits-all approach. It is designed based on my needs and my current challenges. It is completely different from what we usually see in the market."
– Brazil to USA

For more information on how Cartus' Intercultural & Language Solutions can help you, please contact intercultural&language@cartus.com

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– for every move you make.®



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