

## **Cross Cultural Communication: Communicating Effectively with Limited English Proficient Workers**

Communicating with a cross-cultural workforce can be a challenge. This workshop provides tips and techniques for improving your communication skills, particularly when working with employees who have limited English proficiency. Improving your workplace communication can improve morale, employee retention and employee relations.

### **What You Will Learn**

- Review key factors that make effective communication challenging in a diverse workforce
- To say what we mean
- How communication is context, role & culture-bound
- How much is communicated non-verbally
- About indirect communication
- How communication is part of our perceptions & values
- Explore different cultural backgrounds
- Discuss and practice tips for successfully communicating with employees with limited English
- About the importance of and practice using simple, understandable language
- Understand the importance of asking good questions to check employee understanding
- Consider methods to support Limited English Proficient workers

### **Who Should Attend**

Staff at all levels of an organization