OVERVIEW
The two day programme aims to develop a greater cross-cultural awareness and sensitivity when doing business outside your country, enable you to be more confident and effective in your cross-cultural communication with non-Latvian and challenge your attitudes and assumptions about other cultures.

PROGRAMME:
- Misinterpreting signals and misunderstanding what we say;
- How to examine our own and other people’s cultures;
- Personal Preferences and understanding cultural challenges;
- How to deal with different attitudes to hierarchy, individualism, age, the roles of men and women, the family, and personal space?
- Enactment of a cross-cultural business scenarios;
- How different cultures communicate and what problems this can cause;
- Offshore English: How can you avoid cross-cultural miscommunication;
- Communication and Relationships: Preparation and enactment of a cross-cultural business scenario;
- How different cultures view trust and truth;
- How different cultures view time;
- Practice at persuasion and influencing techniques in an international context;
- Religious sensibilities, destiny, fate, luck and personal choice;
- How you can develop your ability to work effectively with your colleagues from other cultures?

PROGRAMME IS LED BY:

**Richard Pooley** is the Managing Director of Canning, a UK-based communication skills company which has trained and coached over 150,000 business and professional people from over 80 countries in over 55 countries.

He has worked with such companies and organisations as Air France-KLM, BP, Capgemini, Deutsche Bank, Ericsson, Gillette, Nokia, Panasonic, Pfizer, Quintiles, Renault-Nissan, Roche, Sanofi-Aventis, Sony, the Stockholm School of Economics and the Swedish Institute of Management at a senior level over many years in Europe, Africa, the Middle East, Asia and the Americas.

**Gerard Bannon** is the Senior Training Consultant at Canning Ltd. Before joining Canning Tokyo in 1989, Gerard worked for a number of years as a trainer in Ireland, France, Kuwait and Germany. Since 2000 he has been a Senior Consultant in Canning’s International Training and Development Team whose main task is to promote best practice in the tailored skills training area. He has been responsible for Canning’s generic Cross-cultural training, specialising in International Teamwork. He has managed programmes for Air France and KLM’s international teams. He regularly facilitates seminars for the Bank for International Settlements, BT, Capgemini, IFL at Stockholm School of Economics, Lloyds Register of Shipping, Quintiles, Schneider Electric, Stora Enso, Technip and Vattenfall.