



# Cultural Awareness Training



## Cultural Awareness

Culture shapes how we communicate and behave within our cultural group and influences our expectations when communicating with others.

Globalisation and improved labour mobility means that we increasingly find ourselves living and working with people from many cultures. However, differing cultural attitudes and behaviours can lead to misunderstandings.

Culture is like an iceberg. Above the surface are the visible aspects of culture which are easy to see such as language, food, greetings, dress and music - because we see them we can react to them. But below the surface are the invisible rules which define a culture and it is misinterpretation of these hidden rules which causes misunderstanding.

Behaviour  
Spoken and Written  
Words, Artefacts, Symbols

Behavioural Norms  
Values, Beliefs

**BASIC ASSUMPTIONS**



## Cultural Awareness Training

Using theory and practical examples Cultural Awareness Training will explore our own cultural rules, examine the rules of other cultures and analyse how we react to differences. It will enable you to understand different cultural behaviours and be aware of the many ways in which misunderstandings might arise.

### Intercultural Connections

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