

**GLOBALINX CORP**

International Training Consultants



# Global Communication Skills

Essential communication skills for successful global business  
Online Training and Coaching Program

Business communication skills your employees need to master for  
their personal success, and for the success of your organization



# Global Communication Skills

This program improve employees' global communication skills and help them avoid common mistakes that lead to misunderstandings.

Our program is based upon 30 years experience of training and developing Japanese business people to prepare and conduct successful business meetings in English.



## Designed for Japanese employees to improve their language capabilities and global communication skills

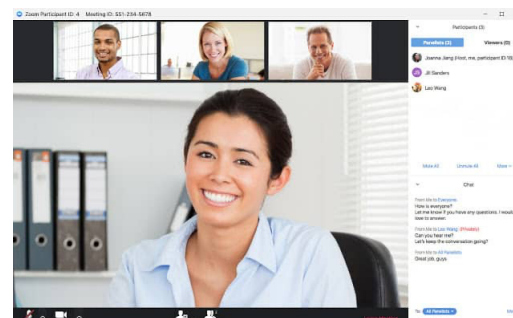
The purpose of this program is to help participants avoid common communication mistakes that lead to misunderstandings and improve their communication skills to a level suitable for international business.

The communication skills and techniques will help participants to communicate more appropriately and effectively.

Participants will learn how to:

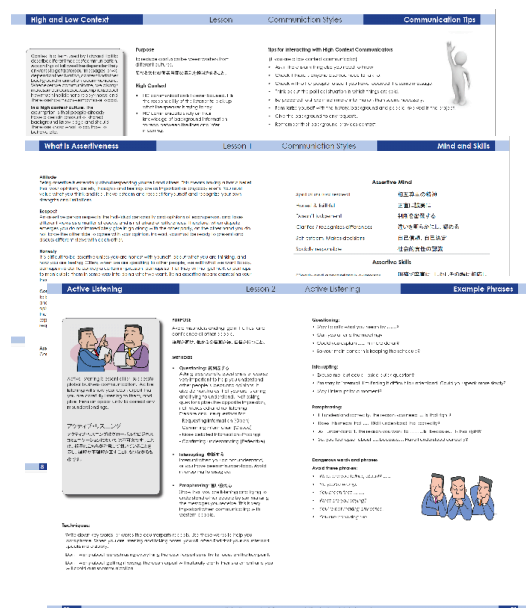
- How to adjust their communication style for global business.
- Communicate appropriate and assertively.
- How to express their opinions clearly and logically.

## Online Lectures and Simulations



Specifically skills and techniques include how to:

- Listen actively and confirm understanding.
- Appropriately interrupt and ask questions.
- Clearly and appropriately express concerns and intentions.
- Confidently discuss difficult and sensitive issues.
- Persuade and influence colleagues and business partners.
- Confidently discuss and overcome disagreements.
- Gain deeper understanding and insights to their business partner's needs and requirements.
- Avoid misunderstandings and miscommunications
- Encourage other people to express their real concerns



## Who is this program for?

Designed for Japanese business people that need to work and effectively communicate in global business environments. It is recommend that participants have appropriate English language capability, ideally a TOEIC of at least 500 points.

# Key Program Elements

## Communication Styles

### High Context and Low Context

Recognize your natural communication style and understand how to adjust your communication style to the local culture.

### Passive - Aggressive - Assertive -

Understanding and recognizing the three different communications styles will help understand how and when to adjust your style.

### Assertive Mind and Skills

An assertive attitude and mindset will lead to greater self-confidence and help you to take more initiatives and responsibility.

## Communication Skills and Techniques

### Opening Statement

How to write and present a clear opening statement to help you confidently begin meetings and discussions.

### Active Listening Skills and Techniques

How to adjust your listening style to be more active and encourage other people to express their ideas and opinions. Techniques to become an active listener include: questioning, interrupting and paraphrasing.

### Expressing Opinions

Learn a simple process and useful phrases to help you clearly and logically express your opinions.

### Overcoming Disagreements

How to use assertive communication skills and techniques to discuss different opinions and find solutions to difficult situations.

### Avoiding Dangerous Words and Phrases

Recognize dangerous words and phrases that confuse or upset your global business partners and overseas colleagues.



## 7-Week Online Program

### Week 1 Orientation



Meet and greet the instructor  
Program overview and schedule  
Assignment review  
45 minute Lecture:  
Global Communication Skills  
Question and Answer

### Week 2 Preparation



Complete assignment and submit by email to the instructor.  
This includes the global communication case-study

### Week 3 Instructor Feedback



The instructor will evaluate your answers and respond with comments and suggestions by e-mail.

### Week 4 60-Minute Simulation 1



One-to-one Meeting Simulation with the instructor.  
Instructor's comments  
Video review with instructor  
Identify strengths and weaknesses  
Summarize learning points

### Week 5 60-Minute Simulation 2



One-to-one Meeting simulation with the instructor.  
Instructor's comments  
Video review with instructor  
Identify strengths and weaknesses  
Summarize learning points

### Week 6 60-Minute Simulation 3



One-to-one Meeting simulation with the instructor.  
Instructor's comments  
Video review with instructor  
Identify strengths and weaknesses  
Summarize learning points

### Week 7 Final Assignment



Complete self-evaluation and actions items.  
Submit by e-mail to instructor

# Global Communication Skills



## Program Highlights:

- A blended program combining live online training, e-mail support and self-study.
- Professionally developed materials and content including a bilingual program workbook with exercises, examples and resources.
- Facilitated by professional instructors with over 25 years experience.
- Live simulations and coaching with immediate professional feedback and comments.
- Case studies and simulations can be tailored to the client's industry.
- Proven skills and techniques that participants can immediately apply to help them communicate more appropriately and effectively.
- Participants learn skills and techniques that can be applied when communicating in both English and Japanese.
- Flexible schedules and learning environment. Globalinx supports both Zoom and Webex



### Instructor: Philip Deane

Phil Deane has over 25 years experience in corporate communications skills training. He is the co-author of several well-respected business skill books published in Japan (Asahi Press). He has designed and conducted business skill seminars for more than 50 clients in many different industries. He has designed and delivered pre-departure and inter-cultural training programs for both foreign and domestic companies. During his ten-year career at Philips Radio Communication Systems, he worked as a systems engineer and project manager. From 1986~88 he attended Anglia Ruskin University in Cambridge, graduating with distinction in Industrial Management.

## GLOBALINX CORP

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Developing High Potential People for Global Business Since 1968

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