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## INTERCULTURAL EFFECTIVENESS COURSES AND SERVICES

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### THE FUNDAMENTALS OF INTERCULTURAL EFFECTIVENESS

3 hours

FUN101

This online course is intended for all employees of Foreign Affairs and International Trade Canada who will be interacting with people from cultures other than their own, either in Canada or at missions abroad.

**In this course you will learn:**

- The definition of culture and how to decode your own behaviours and those of other cultures;
- Basic frameworks for understanding and organizing similarities and differences among cultures;
- How to reduce the misunderstandings and conflicts that are inevitable in communicating across cultures;
- What competencies are required to live and work effectively in an intercultural environment.

**Population:** All employees of Foreign Affairs and International Trade Canada

**Mode of Delivery:** Intranet and/or Internet, self-directed study