

## External Awareness

### OLC Course Recommendations

#### Competency Definition

Understands and keeps up-to-date on local, national, and international policies and trends that affect the organization and shape stakeholders' views; is aware of the organization's impact on the external environment.

#### OLC Component Titles

##### Challenges of the 21st Century

###### **COURSE TSA-LEAD-CHALLNG21CNTR-0001**

Description: Leadership is dynamic. It must evolve with the changing times. It must grow and change based on internal factors that are prevalent in one time, and obsolete in the next. The 21st century brings its own unique set of challenges that leadership must accommodate. In this course, you'll learn how evolving work environments affect leadership. You'll explore the implications of 21st century trends like virtual employees and portable assets, and learn how you can meet the leadership challenges they present. Additionally, you'll learn about the values of intellectual assets and how you can maximize your infrastructure assets. The course concludes with leadership strategies for e-Business. **Duration=2.0**

##### Globalization and Our Changing World

###### **COURSE TSA-STGY-GLOBLCHNGWRLD-0001**

Description: Globalization has become a foundation for most major corporations. This course provides you with a "big picture" view of globalization. You will be introduced to the trends that have opened the doors to a global economy and the factors that drive corporate globalization. You will also learn about the major trade agreements that pave the road to global commerce. **Duration=1.5**

##### Improving Your Cross-cultural Communications

###### **COURSE TSA-COMM-IMPROVXCULTRE-0001**

Description: Picture the scene. You've been asked to contact some new clients based over 3,000 miles away. You've never spoken with them before and you're not sure what response you'll get. This is a familiar situation that is played out daily in many organizations around the world. How many times have you found yourself in this situation? Thankfully, there are things you can do to improve your cross-cultural communications and ensure that your clients or coworkers across the world become your greatest allies. In this course, you'll find out how to build rapport, appeal to receivers' motivations, and consider the importance of rank and respect in global communication. Cross-cultural communication is often boosted by global e-communication including electronic mail, videoconferencing, and Internet conferencing. You'll look at the options available and examine the downside of information technology, too. Finally, you'll learn that cross-cultural communication can be improved immensely by remembering etiquette and using a global negotiating protocol to guide you. **Duration=3.0**

##### Managing from a Global Viewpoint

###### **COURSE TSA-STGY-MANGEGLOBLVIEW-0001**

Description: The process of managing on a global scale requires a step up from domestic management. In this course, you'll learn what it takes to be a global manager or team leader. You'll start with establishing a global mind-set and learning about the attributes of a global manager. Then, you'll explore cross-cultural communication and ways to effectively support and work with a globally based team. **Duration=4.5**

## External Awareness OLC Course Recommendations

### **The Art of Global Communication**

#### **COURSE TSA-COMM-ARTGLOBALCOM-0001**

Description: Considering that communication is something you do every day, how many people actually stop to consider what is happening before they speak? Can you just talk without thinking too much about the target audience, the message to be communicated, and a host of other information? Communication is too important to be left to chance. The subtleties of language, expressions, and gestures all enrich the content of what you are saying. Of course, when you're communicating on a global scale, you need to be sure that what you're saying--and the way you say it--will not cause offense to your cross-cultural audience. In this course, you'll find out more about the cross-cultural communication process, and consider body language, gestures, and active listening. You will also examine different methods of communication--finding out how best to write, present to, and communicate orally with your global audience. **Duration=3.5**

### **The Impact of Culture on Communication**

#### **COURSE TSA-COMM-IMPCTCULTURE-0001**

Description: Everything you say is influenced by culture. You operate with a set of invisible beliefs, values, and assumptions that become apparent to other people in the way you behave. Culture is important to the way you communicate, even though it is often hidden. Understanding more about culture can be a real bonus when working as part of any global organization. Showing your customers and coworkers in different countries that you are in tune with them, and that you appreciate and value the differences between you, can help get your working relationships off to a flying start. In this course, you'll examine what culture means and what it doesn't, and look at some of the barriers relating to culture. You'll also consider different cultural theories including Hofstede's Cultural Dimensions Model and Edward T. Hall's Model of Culture. You'll go on to learn more about direct and indirect communicators, and different communication styles. **Duration=2.5**