

Comfort, Jeremy

Developing skills for international business communication: Active listening, transparency and synergy -Presentation 30 mins –

Organization	York Associates
Address	Peasholme House, St Saviours Place, York, YO1 7PJ, UK
Email	Jeremy.comfort@york-associates.co.uk
Website	www.york-associates.co.uk

Abstract

Following my work on developing the DPI framework and modules, I have recently been working on some very specific learning materials to support DPI. I have picked three TIP (Worldwork's The International Profiler) competencies and in each case developed a blended learning module with three parts:

- 1 Understanding and believing in the competence
- 2 Developing communication skills / techniques
- 3 Developing language skills

In this session I will focus on the last one – synergy – and how the module focuses on the facilitation skills needed to take advantage of diversity. The module uses AGORA as a way to guide facilitators through this demanding process.

The five steps covered are:

Attention – showing interest and paying attention to the individuals in a diverse group

Goals – reinforcing common and overarching goals

Options – exploring options and opinions

Resistance – dealing with obstacles and resistance from the group or individuals in the group

Action – moving forward to the next steps.

During the presentation we will explore how AGORA can be used for developing both communication and language skills.

Learning outcomes for participants

- A systematic approach to developing key TIP (The International Profiler) competences
- A specific technique for developing facilitation skills

Profile

Jeremy Comfort is a Director of York Associates. For the last thirty years he has been creating innovative approaches to developing language, communication and intercultural competence. He is the co-author with Peter Franklin of [The Mindful International Manager. Competences for Working Effectively Across Cultures](#). Together with Peter, Jeremy is behind the organisation of this conference.