



Certificate of Achievement

Poonam Singh Nigam

has completed the following course:

COMMUNICATING ACROSS CULTURES BRITISH COUNCIL

This course was aimed at people interested in developing their knowledge and skills in communicating effectively across cultures. It helped them build their cultural intelligence, adapt their communication styles and respond to others positively and empathetically.

3 weeks, 4 hours per week



Martin Hope
Director Society
British Council



The person named on this certificate has completed the activities in the attached transcript. For more information about Certificates of Achievement and the effort required to become eligible, visit futurelearn.com/proof-of-learning/certificate-of-achievement.

This certificate represents proof of learning. It is not a formal qualification, degree, or part of a degree.



Poonam Singh Nigam

has completed the following course:

COMMUNICATING ACROSS CULTURES BRITISH COUNCIL

This course was aimed at people interested in developing their knowledge and skills in communicating effectively across cultures. It helped them build their cultural intelligence, adapt their communication styles and respond to others positively and empathetically.

STUDY REQUIREMENT

3 weeks, 4 hours per week

LEARNING OUTCOMES

- Apply an intercultural mindset to communicate flexibly and sensitively in a range of multicultural and multilingual situations
- Evaluate new and familiar cultural situations with an understanding of how others might react to your preferences and behaviour, enabling you to respond positively and empathetically
- Engage confidently and effectively with challenging intercultural situations

SYLLABUS

- Exploring the foundations of intercultural communication
- Developing an intercultural mindset
- Communicating with cultural intelligence (CQ)
- Adapting to different communication styles
- Working in multicultural teams