

Retail Training Syllabus

Cultural Awareness Development

Date: [Insert Date]

Location: [Insert Location]

Objective:

To enhance employees' cultural awareness and improve customer interactions by understanding diverse cultural backgrounds.

Training Modules:

- **Module 1:** Introduction to Cultural Awareness
- **Module 2:** Understanding Cultural Differences
- **Module 3:** Effective Communication Across Cultures
- **Module 4:** Case Studies: Cultural Misunderstandings in Retail
- **Module 5:** Strategies for Inclusive Customer Service

Training Methodology:

The training will consist of lectures, interactive discussions, role-playing scenarios, and group activities.

Assessment:

Participants will be evaluated through quizzes, group projects, and feedback forms.

Duration:

This training program will span 2 days, from 9:00 AM to 5:00 PM each day.

Contact Information:

Trainer: [Trainer's Name]

Email: [Trainer's Email]

Phone: [Trainer's Phone Number]

We look forward to your participation in enhancing our cultural awareness in retail!