



Video Script

Client Service: Culture and Language - Introduction Video

Welcome to Client Service: Culture and Language! Interacting with clients whose culture and language may be different from your own can be intimidating. Guess what? The client is most likely just as intimidated as you are, if not more. Cultural and language barriers are high, rough, and sometimes feel impossible to break.

When it comes to your body language and the words you say, how do you gauge what is appropriate and what is inappropriate? You do research ahead of time, you remain genuine, and you ask respectful questions. Today we will learn about and practice how to do all three. Anyone can practice these strategies, but only you can use them in ways that increase your personal knowledge and improve your relationships with clients.

Let's get started.