

29. Integration of foreign human resources in tourism businesses

| Unit A/A | ANALYSIS OF THE CONTENT OF SECTIONS | DURATION (HOURS) |
|----------|--|------------------|
| 1 | Cultural Sensitivity Cultural differences Acceptance, intercultural communication and cooperation | 0,5 |
| 2 | Development of policies and procedures, recruitment, training | 0,5 |
| 3 | Communication techniques (barriers & facilitators) Techniques for dealing with challenges | 1 |
| 4 | Case Studies: Analysis and good practices | 1 |
| | TOTAL | 3 |