

Intercultural Team Management



MPGP-54 3 Days (21 Hours)

Description

This training programme will help participants increase intercultural awareness, develop dynamic intercultural communication skills and cultural competence to enhance relationships and business operations.

Who is this training for ?

For whom

Anyone who wants to and learn how to deal with colleagues from other countries and cultures.

Prerequisites

Aucune

Training objectives

Training program

Intercultural Awareness

- Cross Cultural Communication background and relevance.
- The impact of cultural values on business practices and behaviour.
- Exercise Do's and Don'ts.
- Individual behavioural style assessment within cultural context.
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Decoding Cultural Values and Attitudes

- Time, space, group dynamics, authority, tasks, relationships in Europe, Asia, Middle East, America.

Intercultural Awareness

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- » Decoding Cultural Values and Attitudes
- Time, space, group dynamics, authority, tasks, relationships in Europe, Asia, Middle East, America.
- ? The four dimensions according to Geert Hofstede
- Power Distance, Individualism, Masculinity, Uncertainty Avoidance, Long-term Orientation.
- ? Intercultural differences based on context, time and space
- Time perception.
- Low context and high context.
- Explicit and implicit communication.
- ? Cultural taboos
- Time perception.
- Low context and high context.
- Explicit and implicit communication.
- Exercise Analysis of how cultural differences impact on operational effectiveness.
- Quizzes covering a vast range of countries.

Effective Cross-Cultural Communication

- Different communication styles.
- Avoiding misunderstandings and stereotyping.
- Verbal and non-verbal communication.
- Exercise Role-Play: building communication bridges.
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Working Together across Cultures

- Analysing different definitions and interpretations of the organisation, the company and management.
- How teamwork is valued: in the USA, in Africa, in Latin America, in Asia.
- Cultural Sensitivity.
- Values and Beliefs systems.
- Exercise Role-play: working in multicultural teams.
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Intercultural Management Skills

- Bridging barriers and building trust.
- The Multicultural Meeting.
- Constructive criticism.
- Appropriate policies, procedures and practices.
- Dealing with performance problems and awkward attitudes.
- Exercise Role-play: Managing intercultural Conflict.
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Managing Individual Encounters

- Identifying different working styles and catering to different needs.
- Developing behavioural flexibility and fostering mutual understanding and respect.