

INTERCULTURAL LEADERSHIP – 2 DAYS

GLOBAL AWARENESS

WITH THE « MIND THE GAP » TOOL

Program content:

The success of today's modern international organization depends to a large extent upon its managers and personnel being aware of and being able to cope with those challenges inherent in the international business environment. Many companies have recognized this fact and have drawn great benefit in terms of increased efficiency and performance of both teams and individuals by adopting a dynamic, constructive and intercultural approach to an ever-changing business world. Transperfect Cultural Consulting proposes a training program designed to prepare and accompany both managers and employees alike in their understanding of and interaction with the international business scene. The heightened understanding of intercultural challenges generated by this training program cannot fail to have a positive impact on your return on investment.

Public concerned:

All managers and employees exposed to the international business world and who wish to increase their levels of understanding, performance and efficiency and becoming international and when facing intercultural challenges.

Program Objectives:

- Develop a heightened understanding of intercultural challenges and issues and the way in which they impact managerial efficiency and performance when running meetings, leading teams, negotiating and organizing work schedules on the international level...etc.
- Identify and understand one's own personal preferences in the work place and be capable of gauging other frameworks of reference.
- Understand counterparts and colleagues who do not share the same frameworks of reference and may have opposing orientations.
- Adapting behavior via styles switching and cultural dialogue where appropriate with a view to increasing intercultural communications efficiency and performance

Pedagogical approach:

Analysis of those dimensions underpinning intercultural relations, hands on role plays and case studies with direct application to real life practical situations. Our training offer is built around Mind The Gap model and tool; the tool taking the form of an on-line self-assessment which allows the participants' personal and cultural preferences in the work place to be mapped across 10 internationally recognized dimensions

Having completed this course, the participant will have:

- Understood the impact of culture on behavior and the way business is done around the world.
- Acquired keys and techniques to help decode unexpected behavior, reactions, and modes of thinking
- Integrated the mechanisms of how to succeed in the international arena

Day One

9:30-10:00	Introduction	<p>Presentation of program and objectives:</p> <ul style="list-style-type: none"> ▪ Highlighting participant awareness of cultural differences and their impact in the work place without being country, functionally or sectorial specific ▪ Providing an overview of those elements underpinning culture and providing a framework of non-judgmental vocabulary for framing and exchanging around differences ▪ The impact of values, norms, beliefs and perceptions in cultural orientations ▪ Providing keys for decoding different behavioral and communications styles <p>Pedagogical objectives and knowledge transfer articulated around participant exchanges and different interactive workshop styles.</p>
10:00- 11:00	Individual Perspective	<p>Participant expectations and objectives from training</p> <ul style="list-style-type: none"> ▪ Individual presentations and training objectives / expectations ▪ Sharing with the group, a personal experience and or hands on intercultural “glitch” experienced in the field. Underlying explanations of participants hands on experience linked directly to Mind The Gap.
11:00-13:00	Laying the foundations	<p>Laying down the foundations to intercultural differences, dimensions and orientations.</p> <p>Workshop: Three break out groups followed by plenary feedback.</p> <ul style="list-style-type: none"> ▪ Definitions of culture. What federates and what divides us? ▪ Where and how does culture express itself? ▪ How, where and why does culture impact us professionally in our roles as managers and subordinates in the working environment? <p>The ensuing feedback and discussions allow specific knowledge transfer relative to:</p> <ul style="list-style-type: none"> ▪ Different levels of culture. National, individual, functional, sectorial, team...etc. ▪ The roles of Stereotypes and generalizations and how they impact and influence us. ▪ The “iceberg” relation which exists between explicit and implicit culture and its role in driving and conditioning both individual and collective behavior and communication styles ▪ The role and impact of values, norms, perceptions, beliefs, religion...etc. ▪ Defining one’s own framework of reference and understanding others ▪ Avoiding intercultural pitfalls by widening one’s own comfort zones and skills set ▪ Leveraging a competitive advantage by understanding both sides of the equation in intercultural orientations and knowing when to styles switch or engage in intercultural non-judgmental dialogue. <p>Individual culture and perspectives</p> <p>The impact of Perceptions, Education and Language</p>
13:00-14:00	Lunch	
14:00-16:30	Mind The Gap in action	<p>Corporate culture and perspectives: Workshop in break out groups + plenary feedback</p> <p>Country focus to be precised with the company</p> <ul style="list-style-type: none"> ▪ How culture impacts and influences our approach to management and leadership styles in different cultural contexts: Latin / Germanic / Anglo Saxon and Asian cultures ▪ Running and participating in meetings, Making, validating and communicating decisions, Structuring and presenting ideas and projects, Information flow, losing face, Empowering and delegating Approach to risk and ambiguity...etc.
16:30-17:00	Synthesis	<p>First-Day Q&A session</p> <p>Food for thought for day 2: The need to formalize cultural impact via the Mind The Gap model, its dimensions, continua and orientations</p>

Day Two

9:30-10:00	Day 1 Recap	Questions and feedback from Day 1
10:00-12:30	Min The Gap Model in application	<p>Presentation Mind The Gap Mind The Gap Debrief: it is an online tool which enables the participant to:</p> <ul style="list-style-type: none"> ▶ Identify his own individual cultural style ▶ Be able to ascertain his negotiating partner's frame of reference ▶ Define the profile of a team whose task is to collaborate effectively, with the approval of the other members of that team ▶ Call attention to the extent of gaps between individual cultural profiles and the cultural expectations of the audience. <p>Collective debrief around individual profiles</p> <ul style="list-style-type: none"> ▶ Interaction style / Thinking style/ Sense of self :34 possible orientations ▶ How they impact behavior and communications styles in the work place ▶ National /corporate /functional and sectorial orientations focus
13:00-14:00	Lunch	
13:30-15:30	Case studies on Gap analysis	<p>Pairs work : Establishing gaps and strategies for reducing via styles switching or intercultural dialogue</p> <p>Individual profile gap analysis and selected targeted country comparisons</p> <ul style="list-style-type: none"> ▶ Placing FRANCE and other chosen country focuses within the dimensions. Highlighting major differences with cultural target groups. Plus insight into wider scope applications with other countries/cultures. ▶ Application and transfer of findings to the company environment: In break out groups (either pairs if individual profiles established otherwise Country wheel comparisons) Identifying Gaps, consequences and strategies for resolving within the company environment/ context. ▶ Sub group findings reported and presented for discussion in plenary session ▶ Group analysis of a one or several case studies concerning a "cultural clash" along selected dimensions and with one of the focus countries involved <p>Wrap up : Keys to acquiring a flexible, adaptable global mind-set</p>
15:30-16:30	Action Plan	Establishment of individual & collective intercultural action plans in function of individual or country "strong / very strong dimensions" and those countries most frequently worked with.
16:30-17:00	Synthesis	<p>Q&A : Check knowledge transfer and objectives covered.</p> <p>Evaluation of the training.</p>