



INTERCULTURAL LEADERSHIP – 1 DAY

HIGH PERFORMING INTERNATIONAL TEAMS

One day program

9:30-10:00	Introduction	<p>Presentation of the program and training objectives:</p> <ul style="list-style-type: none"> ▪ Establish a fundamental understanding of own cultural profile and impact in the workplace. ▪ Conduct individual cultural gap analysis within the team. ▪ Assess current team dynamics, identify key influences / challenges and define ideal future ▪ Assess current team culture and map “best” framework towards optimal performance <p>Presentation of pedagogical objectives: The transfer of knowledge and acquisition of skills is achieved via a range of hands-on and fun activities proposed during the training session and the realization of concrete action plans.</p>
10:00-11:30	The Cultural Dimensions	<p>The Mind The Gap tool is introduced as a common team language to frame cultural differences. This is done in a very interactive and business-oriented way with many practical examples and critical incidents about chosen cultures (optional, to be defined).</p> <p>Exploring key business issues:</p> <ul style="list-style-type: none"> ▪ teaming across cultures ▪ boss/subordinate relationships ▪ information control and exchange ▪ meetings and agendas ▪ negotiating ▪ managing and motivating
11:30-12:30	National Culture	<p>After the training the participant will be able to:</p> <ul style="list-style-type: none"> ▪ Understand the principal differences between their own culture and that of the other countries whilst also having acquired sufficient autonomy in the process of researching necessary complimentary information. ▪ Become aware of the danger of stereotypes and the power of generalizations. ▪ Identify how their own values and behavior could be interpreted by people from other cultures. ▪ Determine, when faced with unexpected reactions or behavior, whether or not they are linked to cultural differences and thus via styles switching adapt to circumstances where appropriate.
12:30-13:30	Lunch	
13:30-14:30	Individual Perspectives	<p>Mind The Gap report debriefing: the Mind The Gap tool is an online tool which allows the individual to establish his or her own cultural preferences, mapped across 10 intercultural dimensions and then to generate comparisons with people and cultures having different mind sets and frames of reference.</p>



<p>14:30-16:30</p>	<p>Corporate Culture</p>	<p>Developing Cross Cultural Skills:</p> <ul style="list-style-type: none"> ▪ <i>Cultural Due Diligence</i> (Anticipating and preparing for the impact of cultural differences) ▪ <i>Cultural Dialogue</i> (Exploring differences and possible adaptations) ▪ <i>Style Switching</i> (Applying different behavioral approaches to achieve optimal results) ▪ Cultural Mentoring (Assisting others towards cultural competence) <p>Highlighting the relationship between culture, values, behavior etc. and how they impact notions of management, leadership styles and team communication. This includes a highly interactive (and fun) negotiation simulation played by the participants.</p> <p>After the training the participant will be able to:</p> <ul style="list-style-type: none"> ▪ Give concrete examples of necessary adjustments required in terms of managerial approach. ▪ Apply intercultural methods of communication for higher team efficiency. ▪ Classify and rank the principal points of concordance and divergence, which exist between their own culture and that of the other target cultures. ▪ Identify the cultural underpinnings to working success in a foreign culture. ▪ Identify cultural success factors and culturally relevant key performance indicators (KPI's) for multi-cultural teams
<p>16:30-17:30</p>	<p>Wrap up</p>	<p>Team Action Plan</p> <p>Finale Q&A session - Checking knowledge transfer and that pedagogical objectives have been achieved.</p> <p>Evaluations of the training session.</p>