

## Cross-cultural training workshop at-a-glance

Managing a complex project with members from one culture is challenging enough. Misunderstandings can multiply when team members come from different cultures--- frequently leading to frustration, confusion, anxiety, and distrust among team members. The likely impact on the project: protracted delays, bloated budgets, lower quality and failure to achieve critical goals and objectives.

This one-day workshop covers a variety of topics most likely to affect the success of a multi-cultural team, whether team members are located next door, or half-way around the world. Activities include brief lectures, facilitated large group discussions, case studies, breakout sessions, flipchart exercises, and simulations.

Each workshop is modified to meet the unique needs of each project team. Most sessions follow a consistent flow, outlined below.

### *Morning:*

- Understanding stereotypes: How others see us, and how we see others
- Key cultural differences most likely to affect teams, including concepts of time; decision-making; low and high context communications styles; rules and processes; reward and recognition; information flow; power distance; hierarchy; risk; handling conflicts; importance of team vs. individuals; employee/management relationships
- Case study exercise on team norms and operating principles (tailored to client team)

### *Afternoon:*

- Overseas English: Avoiding misunderstandings
- Case study exercise on handling conflict and use of appropriate communications vehicles (tailored to client team)
- Relationship-building: How cultural differences affect our ability to create successful personal (and social) relationships
- Question-and-answer “clinic”
- Wrap up