

Cross Cultural Leadership

Introduction

The increasing movement of people across borders now means our workplaces are becoming more and more multicultural. This cultural diversity offers organisations a rich resource; however, if left unmanaged, it can become a lethal recipe for failure.

Our aim is to build better leaders - professionals from all levels of management who can truly look after a team in all respects, whether that is motivation or creating harmony within a multicultural team.

Objectives

By the end of this course participants will be able to:

- Encouraging self-reflection of individual drivers in respect to work expectations and values
- Reviewing potential areas of conflict and exploring ways for managing differences going forwards
- Promoting team synergy and cohesion through proven strategies and frameworks
- Exploring team goals and objectives for the long term to ensure that team performance is maximised

Content

A sample of what is covered includes:

- What is culture?
- Understanding our personal cultural heritage
- What is an 'organisational culture'?
- How does a country culture impact on organisational culture and vice versa
- Why we feel comfortable with some cultures, but not others
- Why do we feel comfortable being communicated to/with in certain ways and not others
- Cultural stereotypes and exploring their myths and realities
- The Big 'C's' of culture and the little 'C's' of culture
- Objective versus subjective culture
- Where culture comes from
- Culture as a norm of distribution
- Improving business communication across cultures: exploring our core beliefs and attitudes
- What areas of management are impacted by culture, and why
- What areas of management are not impacted by culture, and why
- The impact of national culture upon an organisation: locality and ownership
- Organisational culture, beliefs, attitudes and mores
- Clues to look for, and the depth of information actually needed
- Cultural Case Study

- How culture affects focus
- Management styles and their cultural impact
- Approaches to managing the cultural differences
- Differing relationships with authority across cultures
- Differing team management and organisation management models across cultures
- Hierarchy and culture
- Management Practices across cultures:
 - Listening styles;
 - Meetings styles;
 - Decision making styles;
 - Relationship building;
 - Feedback;
- What new skills do I need to develop
- Succeeding as A Multi-Cultural Manager/Leader
- Managing your experience of the cultural difference
- Approaches to managing the staffing differences
- Managing people problems across cultures, and cross-cultural flashpoints
- Behaviour and communication
- Building a multi-cultural team / department / organisation
- Developing cross cultural working skills in others
- Managing expectations when you are the only person from another culture working in your organisation
- Managing expectations when your organisation is working in a culture that it doesn't 'fit' with
- Developing multi-cultural sensitivity
- Developing multi-cultural skills
- Case Studies
- Action Planning

