

Cross Cultural Leadership Workshop



Workshop Objective

For expats and locals to develop a practical communication tool kit for cross cultural business communication effectiveness in host countries

Learning Outcomes

1. Apply cultural management theory to current work environment
2. Define "Success" (as an expat and/or local manager) and ways to increase your ROI to the organisation and your team
3. Formulate strategies for being more effective as an expat in your host country (taking into account host culture, role balance)
4. Explore practical communication tactics in a cross cultural environment (through role plays, perception testing)
5. Plan more effective and productive cultural management for (e.g. performance management, meetings, decision making)
6. Structure relationship management around host culture norms and expectations (taking into account Teamwork and Systems Model)

Workshop style

With many years of experience in training executives, we create an interactive workshop environment in line with MMG values tools and techniques including:

- Role plays and simulations
- Group work
- Discussions using MMG situations
- Audiovisuals
- Diagnostic questionnaires

Pre workshop Preparation

Intercultural Sensitivity Questionnaire

Workshop Content

A. Applied cross cultural management theory

- Honeymoon and culture shock periods
- Perceptions
- Cross cultural sensitivities
- Pitfalls and challenges
- Cultural synergy and cultural intelligence
- Organisational sensitivity rater

B. Quantifying & defining Expat ROI

C. Interpreting the invisibility of culture:

- Your own
- The host culture

D. Mindfulness of others culture

- The 6 dimensions of culture
- Plotting your profile against others
- Interpreting the differences through management role plays

E. Action planning to build effective Cross Cultural Team Dynamics

- Definition of team leader
- Understanding comfort zones
- Managing Expectations
- Building rapport and trust
- Creating an ethos of integrity
- Creating a positive team climate
- Conflict resolution
- Formulas for giving feedback