



The Art of Working Together in a Multi-Cultural Environment

► Training Details

Why Choose this Training Course?

This highly participative 10-day intensive Anderson training course focuses on developing the essential skills required for leading and managing in the modern workplace. This is a fast paced, challenging and highly rewarding course. Delegates develop their cross-cultural skills, communication, teamwork, and cooperation competencies. You will participate in a highly interactive and engaging training course that will develop your practical skills.

The first part of this training course will explore the meaning and psychology of culture and help you understand the impact of culture on management and leadership. You will learn to identify the areas in which cultural differences present a challenge in managing and leading employees in a multi-cultural workplace, and you will become more self-aware in cultural understanding, individual biases and assumptions and to understand the implications these have on our work.

The second part of this training course will explore the nature and benefits of innovative and collaborative teams. Increasingly, companies see innovation and collaboration as a key source of competitive advantage, with benefits for motivation and engagement and developing talent, as well as team and organizational performance. In this course, you will explore the new demands on leaders, and develop essential leadership practices.

This Anderson training course will feature:

- Develop your multi-cultural leadership & management skills
- Discover best-practice in diversity management & multi-cultural communication
- Appreciate current business issues related to leading in a multi-cultural workplace
- Strategies for improving your cross-cultural communication
- Ways to ensure success and limit failure with international assignments
- The benefits of innovation and collaboration
- Building the innovative and collaborative team
- Creating the right environment for innovation and collaboration
- Inspiring shared purposes and common goals
- Leadership practices for innovative and collaborative teams

The Structure

This comprehensive Anderson training course consists of two modules which can be booked as a 10 Day Training event, or as individual, 5 Day courses.

Module 1 - [Managing & Leading in a Multi-Cultural Workplace](#)

Module 2 - [Advanced Teamwork & Cooperation Skills](#)

What are the Goals?

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

- List Hofstede's five value dimensions
- Explain the meaning of each of the five value dimensions
- Illustrate examples of stereotypes and stereotyping
- Differentiate between transformational & transactional management

- ▶ Formulate a business case for cultural diversity in their workplace
- ▶ Appraise the key features and benefits of innovative and collaborative teams
- ▶ Assess their team's current and aspired innovation and collaboration skills and create an appropriate development plan
- ▶ Evaluate key approaches for creating the right environment for innovation and collaboration
- ▶ Examine common approaches to developing shared purposes and goals
- ▶ Apply leadership practices which inspire and support team innovation, collaboration and success

Who is this Training Course For?

This Anderson training course is suitable for a wide range of professionals but will greatly benefit:

- ▶ All supervisors, Middle Managers & Department Heads
- ▶ Senior Managers in multi-cultural organisations
- ▶ Anyone responsible for team performance or for developing team skills and capabilities
- ▶ Expatriates working on global assignments or those who manage expatriates
- ▶ HR and Learning and Development professionals with responsibility for developing organizational skills and capabilities
- ▶ HR Business Partners
- ▶ People working in Nationalisation roles

How will this Training Course be Presented?

This Anderson training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension, and retention of the information presented. This includes dynamic presentations support each of the topics together with interactive trainer lead sessions of discussion. There will also be numerous practical sessions where participants can participate and experience topics. The training course is highly Practical and will prompt delegates to reflect on current practices and their team goals. Case studies, videos, small group work, pair work, exercises, and feedback will be used to facilitate learning.

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Module 1: Managing & Leading in a Multi-Cultural Workplace

Day One: *The Meaning of Culture*

- ▶ Our world today - the importance of demographics
- ▶ What is culture?
- ▶ Dimensions of culture
- ▶ Hofstede's five value dimensions
- ▶ Understanding globalisation
- ▶ Workplace and organisational culture

Day Two: *The Psychology of Culture*

- ▶ Understanding personality
- ▶ Stereotypes and stereotyping
- ▶ Motivation and culture
- ▶ Multi-cultural communication
- ▶ Body-language and culture
- ▶ Multi-cultural negotiation

Day Three: *Leadership & Management*

- ▶ Theories of leadership & management
- ▶ Transformational & transactional management
- ▶ Developing a global mindset
- ▶ Culture and strategy
- ▶ Managing in multi-national companies
- ▶ Multi-cultural teams and teamwork

Day Four: Managing Diverse Employees in a Multi-cultural Workplace

- ▶ The business case for cultural diversity
- ▶ Managerial roles in diversity
- ▶ Discovering cultural advantage
- ▶ Diversity and teams
- ▶ Nationalisation programmes
- ▶ Providing feedback and performance appraisal in a multi-cultural workplace

Day Five: Current Issues in International Business

- ▶ International assignments and global career development
- ▶ Culture shock and global working
- ▶ International Human Resource issues
- ▶ Culture and decision-making
- ▶ Personal action planning

Module 2: Advanced Teamwork & Cooperation Skills

Day Six: The Benefits of Innovation and Collaboration

- ▶ The nature of innovation
- ▶ Collaboration vs. competition
- ▶ Learned behaviours
- ▶ Innovative and collaborative teams
- ▶ The innovative and collaborative team mindset

Day Seven: Building the Innovative and Collaborative Team

- ▶ Innovative and collaborative team values
- ▶ High performance goals and metrics
- ▶ Innovation and collaborative skills
- ▶ Appraising team skills
- ▶ Designing a team development programme

Day Eight: Creating the Right Environment for Innovation and Collaboration

- ▶ The new role of leadership
- ▶ Individual creative work
- ▶ Individual strengths and blind spots
- ▶ Trust and communication
- ▶ Recognition and feeding forward
- ▶ Productive conflict: a source of creativity and team cohesion

Day Nine: Inspiring Shared Purposes and Common Goals

- ▶ Individual preferences and goals
- ▶ Developing a team picture of success
- ▶ 'Force field' analysis
- ▶ Strategic priority areas
- ▶ Monitoring progress and achievement

Day Ten: Leadership Practices for Innovative and Collaborative Teams

- ▶ Guiding principles: drawing on great experiences
- ▶ Communication with and within your team
- ▶ Team gatherings
- ▶ Team decisions and the leader's decision making process
- ▶ Personal and team accountability
- ▶ Developing a personal and team action plan

▶ The Certificate

Anderson Certificate of Completion will be provided to delegates who attend and complete the course

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

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Request for a Tailor-made training and educational experience for your organization now:

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