

Intercultural Team Management

-Référence: **MPGP-54**

-Durée: **3 Jours (21 Heures)**

Les objectifs de la formation

A qui s'adresse cette formation ?

POUR QUI :

- Anyone who wants to and learn how to deal with colleagues from other countries and cultures.

Programme

- **Intercultural Awareness**

- Cross Cultural Communication background and relevance.
- The impact of cultural values on business practices and behaviour.
- Exercise Do's and Don'ts.
- Individual behavioural style assessment within cultural context.
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- **Decoding Cultural Values and Attitudes**

- Time, space, group dynamics, authority, tasks, relationships in Europe, Asia, Middle East, America.

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- » Decoding Cultural Values and Attitudes
- Time, space, group dynamics, authority, tasks, relationships in Europe, Asia, Middle East, America.
- ? The four dimensions according to Geert Hofstede
- Power Distance, Individualism, Masculinity, Uncertainty Avoidance, Long-term Orientation.

- ? Intercultural differences based on context, time and space
- Time perception.
- Low context and high context.
- Explicit and implicit communication.
- ? Cultural taboos
- Time perception.
- Low context and high context.
- Explicit and implicit communication.
- Exercise Analysis of how cultural differences impact on operational effectiveness.
- Quizzes covering a vast range of countries.
- **Effective Cross-Cultural Communication**
 - Different communication styles.
 - Avoiding misunderstandings and stereotyping.
 - Verbal and non-verbal communication.
 - Exercise Role-Play: building communication bridges.
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- **Working Together across Cultures**
 - Analysing different definitions and interpretations of the organisation, the company and management.
 - How teamwork is valued: in the USA, in Africa, in Latin America, in Asia.
 - Cultural Sensitivity.
 - Values and Beliefs systems.
 - Exercise Role-play: working in multicultural teams.
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- **Intercultural Management Skills**
 - Bridging barriers and building trust.
 - The Multicultural Meeting.
 - Constructive criticism.
 - Appropriate policies, procedures and practices.
 - Dealing with performance problems and awkward attitudes.
 - Exercise Role-play: Managing intercultural Conflict.
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Programme

- **Managing Individual Encounters**

- Identifying different working styles and catering to different needs.
- Developing behavioural flexibility and fostering mutual understanding and respect.



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Nous sommes à votre disposition :
De Lun - Ven 09h00-18h00 et Sam 09H00 – 13H00

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