

Cross Cultural Management, Teams and Communication

10.00 What is Culture?

- Perceptions
- Challenges of working across borders
- Culture differences
- How culture affects behaviour

10.30 Mapping Cultures for Cross Cultural Success

- Different dimensions and expectations
- Understanding why different culture have different behaviours
- National cultures
- Corporate cultures
- Sector cultures

11.30 Break

11.45 Effective Intercultural Communication

- High and low context communication
- Email exercise
- Telephone exercise
- Language of status and power
- Choice of words and concepts
- Ground rules
- Listening
- What does 'Yes' mean?
- Selecting optimised mode of communication

13.00 Lunch

14.00 Building & Sustaining Intercultural Teams

- Working virtually
- Expectations
- Notions of leadership
- Team charters
- Delegation and level of relationship

15.00 Break

15.15 Building Trust & Rapport Across Cultures

- What is trust?
- Building rapport
- Reconciling different criteria for trust

International Leadership and Management Styles

- Impact of culture
- Selecting teams
- Hierarchy
- Influencing styles across cultures

Tools for Cross Cultural Success

- Do's and Dont's
- Top 10 tips

'Clinic'

Action Plan to Implement Learnings

16.00 Close of course

Testimonials from previous courses delivered by Arun Singh (Prof) OBE FRSA

"Arun was a great, lively moderator and presenter. He successfully fought against the 'virtual barrier', and kept the audience engaged".

"Arun conducted the course well blending theory and practical needs"

"He has excellent communication skills and extensive international experience to share as well as real world situations"