

Working Successfully in a Multicultural Team Workshop

Objectives

At the end of this workshop the participants will have enhanced their understanding of :

- how national culture impacts people's business and private behaviour
- the relationship between culture and language and recognise the key cultural differences in communication patterns
- cultural differences and their impact upon the workplace processes such as supervision, client relations, conflict resolution etc.

Contents

- A brief introduction to intercultural communication focusing on the challenge of cultural adjustment
- Work-related attitudes and behaviour which influence business behaviour
- leadership
- management style
- conflict resolution
- argumentation/persuasion
- formal/informal meetings
- roles and expectations
- information sharing - systems/strategies

Methodology

Learning activities will consist of lecturettes, individual and group exercises, role plays, case studies and discussions.

Target Group

Professionals who are currently or just about to join an international team/project group:

Prerequisite

Intermediate level of English (B1 on the CEF*)

Duration

2 days

Number of Participants

12

** CEF = Common European Framework of Reference for Language Learning and Teaching.
Check your level of English with IBC's English Fitness Check.*