

Leading and Communicating in Multicultural Teams

CONTENT:

1 Introduction and aims of the session

- Who are we and why are we here?
- Participants' aims and goals for the session based on pre-assignment survey
- Interactive exercise: challenges of culturally diverse teams

2 Common struggles of culturally diverse teams and how to avoid them

- Typical causes behind clashes, misunderstandings and conflicts
- Some examples from real life situations

3 When we don't know what we don't know

- What is ethnocentrism?
- On stereotypes and biases
- Neuropsychology of communication across cultures

4 Foundations of influencing across cultures

- How does culture show up in everyday work?
- 8 dimensions of culture

5 Principles of intercultural interactions: how does culture show up at work?

- Concept of time (linear vs. flexible): how does this show up in scheduling project work?
- Leadership (egalitarian vs. hierarchical): what does good leadership look like?
- Deciding (consensus vs. top-down): who is supposed to ensure progress?
- Evaluating (dealing with feedback): approach to mistakes and giving direction
- Disagreeing (confrontation vs. avoiding conflicts): daring to say "no"
- Developing intercultural competence - which stage is our team at today?

6 Summary and key take-aways

- Wrapping up: 5 tips for successful collaboration across cultures
- Support and resources for intentional intercultural leadership