

MULTINATIONAL MANAGEMENT





LEARNING JOURNAL UNIT I

BUS 2207-01 MULTINATIONAL MANAGEMENT - AY2024-T4



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INSTRUCTOR: JAMES PUNCHARD

MY CROSS-CULTURAL INTERNSHIP EXPERIENCE

Culture represents the vibrant tapestry woven by generations, embodying traditions, beliefs, and practices. It manifests through artistic expressions, spiritual ideologies, societal norms, and institutional frameworks. Culture shapes a community's distinct identity, providing meaning and guiding principles. It binds individuals together through shared understanding and experiences, constantly evolving yet preserving heritage (LaMorte, 2016).

I interned at UPS Sweden as a Pakistani student. This exposed me to working across cultures. I navigated challenges in a multinational workplace setting. I will share what I learned from this enriching experience.

The Swedish corporate culture contrasted sharply with my Pakistani background. I had to adapt to Sweden's direct communication style. Swedes speak frankly and bluntly. In Pakistan, we communicate indirectly. We value subtlety and avoid confrontation. This cultural divide initially caused misunderstandings.

Hierarchies and decision-making processes differed too. In Pakistan, steep hierarchies exist. Decisions flow top-down. At UPS Sweden, I saw a flat structure. Employees across levels contributed to decisions. This collaborative approach felt new. I had to adjust and actively participate in discussions.

Technology facilitated interactions with Swedish colleagues. We used video conferencing and collaboration tools extensively. These tools bridged geographic gaps between team members. However, technology posed its own difficulties. Managing time zones and scheduling virtual meetings proved challenging. The lack of face-to-face meetings made reading nonverbal cues difficult.

This multinational experience transformed me personally and professionally. I grasped the value of cultural awareness and adaptability. I realized my cultural assumptions could hinder teaming across backgrounds. I became more open-minded, patient, and willing to adapt.

This course provided tools to navigate future cross-cultural situations effectively. I better understand cultural dimensions like power distance and individualism now. These concepts helped me analyze and appreciate the cultural gaps between Pakistan and Sweden in the workplace.

Looking ahead, I feel equipped to manage the complexities of multinational business settings. This knowledge will help me communicate seamlessly across diverse teams. I can build strong cross-cultural relationships. I know how to leverage cultural diversity as a competitive edge.

In summary, my UPS Sweden internship underscored the importance of developing cross-cultural competencies in today's interconnected business world. Though challenging, this experience prepared me for future multinational collaboration. I am confident in my ability to thrive in global environments that celebrate cultural diversity.

Reference:

LaMorte, W. (2016). What is Culture? <https://sphweb.bumc.bu.edu/otlt/mph-modules/PH/CulturalAwareness/CulturalAwareness2.html#:~:text=Culture%20can%20be%20defined%20as,%2C%20religion%2C%20rituals%2C%20art>.

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