



## Managing & Leading In a Multi-Cultural Work Environment

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# Managing & Leading In a Multi-Cultural Work Environment

## Introduction:

How do you develop leadership skills that transcend cultural, religious, educational, gender and economic borders? How do you work with people from all over the world in one team or company, treat them all with respect and still inspire them to effective co-operative action towards a common purpose?

This course aims to explore the meaning and psychology of culture; to understand the impact of culture on management and leadership; to identify the areas in which cultural differences present a challenge in managing and leading employees in a multi-cultural workplace; and finally to become more self-aware in cultural understanding, individual biases and assumptions and to understand the implications these have on our work. This is a vital course for any manager or leader working in a multi-cultural workplace.

## Who Should Attend?

Team Leaders, Managers, Superintendents, HR Officials, T&D Personnel, General Supervisors, Executives, Supervisors, Financial Officers and Controllers, Process Managers, Strategic Planning Managers, Key Personnel, OE Champions, Chief Executive Officers, Directors, Company Secretaries, Presidential Advisors, Ministerial Advisors, Board Advisors, Chief Financial Officers, Board Members, Heads of Department, Directors of Human Resources, Directors of Business Development, Strategic Advisors, Senior Managers, Project Directors, Engineers, any person needs to acquire managerial and leadership skills.

## Course Objectives:

**By the end of this course delegates will be able to:**

- Develop your multi-cultural leadership & management skills in a fun & informative learning environment
- Discover best-practice in diversity management & multi-cultural communication
- Appreciate current business issues related to managing & leading in a multi-cultural workplace
- Strategies for improving your cross-cultural communication
- Ways to ensure success and limit failure with international assignments.

## Course Outline:

### **The Meaning of Culture**

- Our world today - the importance of demographics
- What is culture?
- Dimensions of culture
- Hofstede's five value dimensions
- Understanding globalization
- Workplace and organizational culture

### **The Psychology of Culture**

- Understanding personality
- Stereotypes and stereotyping
- Motivation and culture
- Multi-cultural communication
- Body-language and culture
- Multi-cultural negotiation

## **Leadership & Management**

- Theories of leadership & management
- Transformational & transactional management
- Developing a global mindset
- Culture and strategy
- Managing in multi-national companies
- Multi-cultural teams and teamwork

## **Managing Diverse Employees in a Multi-Cultural Workplace**

- The business case for cultural diversity
- Managerial roles in diversity
- Discovering cultural advantage
- Diversity and teams
- Nationalization programs
- Providing feedback and performance appraisal in a multi-cultural workplace

## **Current Issues in International Business**

- International assignments and global career development
- Culture shock and global working
- International Human Resource issues
- Culture and decision-making
- Personal action planning