

Managing and Leading in a Cross-Cultural Environment

Developing your Cultural Intelligence (CI) and an understanding of the complexities of culture from structural, social and psychological perspectives



An intensive 3-day training course taught by a global expert in cross-cultural leadership and Cultural Intelligence (CI) training. Designed for individuals wishing to develop and their skills in managing and leading in a cross-cultural environment.

buonconsultancy
solving problems

DEVELOPING YOUR CULTURAL INTELLIGENCE (CI)



Introduction

Created specifically for the cross-cultural workplace setting and utilising a blend of interactive role play, DVD presentations and case-study based discussion, the course provides comprehensive skills training for anyone who must manage or lead a cross-cultural team or employees.

Trainer

The trainer is Tony Buon, the Managing Partner of Buon Consultancy. He is a qualified workplace psychologist with over 30 years experience. Tony has worked in over 40 countries. He is a Certified Employee Assistance Professional (CEAP). He holds degrees in Psychology, Behavioural Sciences and Workplace Education and trains throughout the UK, Europe, The Middle East & Asia. Tony has worked with some of the world's leading companies over the past 30 years including; Diageo, Dolphin Energy, DuPont, Gulf Offshore, Halliburton, Hewlett-Packard, ICI, ING Group, Kuwait Petroleum, Lend Lease, McDonalds, National Australia Bank, PetroChina, Pfizer, Qatar Petroleum, Royal Bank of Scotland, Shell, 3M, Coca Cola and Microsoft. He was also the senior consultant to the 2000 Olympic Games.

Tony has also been interviewed in publications as diverse as Rolling Stone and the Reader's Digest. He has appeared on CNN, BBC, Trans-World Sport and many international television and radio stations.

Comments from previous participants:

"...one of the best courses I have ever attended!"

I can't believe how much I learnt. As an experienced expat, I thought I knew it all, this course truly expanded my people management skills"

"...the trainer was excellent and the individual feedback and advice fantastic"

This course will make me a better HR Manager, I have new skills I can use every day in dealing with all staff globally"

The Course

The world of business has no borders. Nationalisation, globalisation and the growth of multi-national corporations introduces challenges which managers and leaders must address. Effective cross-cultural management and leadership demand an understanding of the complexities of culture from structural, political, social and psychological perspectives.

The aims of the course are 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 environment; and finally to become more self-aware in cultural understanding, individual biases and assumptions and to understand the implications these have on our work.

- ▼ A vital course for any manager or leader working in a multi-cultural environment
- ▼ Covers the managerial, social and psychological aspects of culture
- ▼ Develop your cross-cultural leadership & management skills in a fun and informative environment
- ▼ Discover best-practice in diversity management and cross-cultural communication
- ▼ Appreciate current business issues related to managing and leading in a cross-cultural environment

MANAGING AND LEADING IN A CROSS-CULTURAL ENVIRONMENT

This course can be conducted on-site at your location for groups of up to 18 participants



The Objectives

By the end of the course, the delegates will be able to:

- Illustrate examples of stereotypes and stereotyping
- Formulate a business case for cultural diversity in their workplace
- List Hofstede's five value dimensions
- Explain in his/her own words the meaning of each of the five value dimensions
- Evaluate the risks involved in international assignments

The Delegates

- All supervisors, middle managers, department heads and senior managers
- Human resource personnel including HR Business Partners
- All staff interested in developing cross-cultural skills

The Benefits

- Appreciate the importance and meaning of culture
- Learn about the psychology of culture
- Develop your cross-cultural leadership & management skills
- Discover how to manage and lead diverse employees in a multi-cultural environment
- Appreciate current issues in international business related to managing people

The Course

Day 1: The Meaning & Psychology of Culture

- Our world today - the importance of demographics
- Dimensions of culture
- Hofstede's five value dimensions
- Workplace and organisational culture
- Stereotypes and stereotyping
- Cross-cultural communication
- Body-language and culture

Day 2: Managing Diverse Employees

- Developing a global mindset
- Culture and strategy
- Managing in multi-national companies
- Multi-cultural teams and teamwork
- The business case for cultural diversity
- Discovering cultural advantage
- Nationalisation programmes

Day 3: People Issues in International Business

- Providing performance appraisal in a multi-cultural environment
- International assignments and global career development
- Culture shock and global working
- International Human Resource issues
- Culture and decision-making
- Personal action planning

Buon Consultancy

☎ 077 627 09377

WWW.BUON.NET

NB: the above programme is subject to change

This course is also available as a online 1 day course