

Intercultural Communication, Problem and Conflict Management

Duration: 2 days
Target group: Chinese staff working in MNCs or global teams

Methodology: lecturing, workshop discussion, role play, case study and cross-cultural simulation games

Module 1 Welcome and Introduction

- Expectations of the participants and program schedule.
- Sharing of cross-cultural experiences.
- Goals of a cross-cultural training.

Module 2 What is culture?

Developing and enhancing cross-cultural awareness

Topics:

- Iceberg Model – behaviours, attitudes, values as cultural elements.
- What is Culture and Cultural intelligence.
- Stereotypes: internal and external perception.
- Effective approaches dealing with cultural differences.

Module 3 Working in multi-cultural teams

Case study

- Main challenges working in multi-cultural teams.
- The collision of various cultural values.
- Expectation and perception of global team leader.
- Expectation and perception of global team members.
- Effective strategies to build global team synergies.

Module 4 The cultural comparison of various business cultures

Lecture, self-assessment, discussion

- The comparison of cultures through cultural map.
- Communication styles: low-context vs. high-context.
- Performance evaluating direct negative feedback vs. indirect negative feedback.
- Leading: Flat vs. hierarchical structure.
- Deciding: Consensual vs. Top down.
- Trusting: Task-based vs. relationship based.
- Disagreeing: Confrontational vs. avoids confrontation.
- Time management: Linear time vs. flexible time.

Module 5 Cultural immersion for Cross-cultural teamwork

Cultural simulation Game and reflection

- Barriers in cross-cultural communication.
- Factors to succeed in global collaboration.
- Attitudes and skills needed for smooth intercultural work.
- What global team players could do.
- Effective solutions in solving cross-cultural misunderstandings and differences.

Module 6 Collaborating in global project team meetings
Critical incident, group discussion

Topics:

- European vs. Chinese meeting cultures.
- Behaviors to present yourself and become influential in cross-cultural meetings.
- European vs. Chinese decision-making process.
- Alignment with your team across cultures.
- Misperception due to different extents of commitment in agreement.
- Improving cross-cultural efficiency

Module 7 Communicating with your Western colleagues and partners
Role play, exercise

Topics:

- Different communication styles between China and western culture.
- Dealing with mis-communication.
- Voicing opinion and argument.
- How to correctly voice disagreement.
- Structuring information.
- Convincing your global counterparts.
- Credibility and accountability.
- Non-verbal communication across cultures.

Module 8 Cross-cultural conflicts management and resolution
Critical incident, Role play and group discussion

Topics:

- Root causes of intercultural conflicts.
- Various styles of managing conflicts.
- Cultural preferences over conflict resolution.
- Settlement of conflicts of European at work.
- How to express disagreement.

- How to correctly voice negative feedback.
- The value of honesty, transparency, and predictability in European business context.

Module 9 Cross-cultural Leadership and how it affects working styles

Cross-cultural team activity with reflection and discussion

Topics:

- The extend of power distance and hierarchy.
- Perception of roles and expectations on leaders and subordinates.
- What leadership style is expected in different cultures.
- Empowerment and pro-active working style.
- How to manage the expectations of your leaders and subordinates across cultures.
- To know clearly about one's functions and roles in a multicultural team.
- Planning process and time management.

Module 10 Developing strategies for successful cooperation and action plan

Group Activity, Individual reflection

- What we have learned during the training.
- How to transfer them into my day-to-day work routine.
- How to better communicate & cooperate with my foreign colleagues in the future.

End of training

Please Note: This schedule is flexible and may be modified during the program in response to your needs.