

Global mindsets – culture and collaboration

2-hour virtual session

Cross-cultural working has never been more common. So the potential for miscommunication, conflict, and failure to meet expectations has never been more common either.

This highly practical workshop helps participants understand the scale and impact of cultural difference, how it affects us all (consciously or not), the potential pitfalls, and what to do about it. The focus is on awareness of difference, how to build strong cross-cultural relationships, and how to collaborate for success.

Participants work through these issues for themselves, with practical input and guidance from the expert facilitator, and with specific advice and checklists given on key areas. Time is given for reflection and action planning and key points are shared in a PDF summary at the end of the session that gives a tangible reminder of the discussion (along with references to further learning resources) and acts as a spur to application of learning back in the workplace.

Learning objectives

This workshop helps participants:

- Break down the cultural barriers that are faced by a global workforce
- Understand different cultural approaches
- Use differences to the organisation's advantage
- Work more effectively with colleagues and clients around the world, with compassion
- Maintain wellbeing when working virtually and remotely

Session overview

9.00 Welcome, agenda and introduction

Welcome, introduction to the system, agenda and personal objectives using 'chat'. Culture defined. Cultural assumptions. The Iceberg model of culture. How culture shapes our judgements, values and beliefs.

9.20 The Lewis culture model

When cultures collide (and other popular models). Three types of culture. Identifying cultural differences and potential sources of conflict. How to avoid cultural conflict.

9.40 Culture in practice

Tangible examples of cultural difference – and how to deal with them. For example, 'agreeing to take on a task' and 'attitudes to time'. Points of difference and how to manage expectations (your own and others').

10.00 Break

10.05 Building strong relationships and collaborating for success

Ten top tips for improving cross-cultural relationships. Five keys to collaborating for success. Impact of virtual and remote working – benefits, pitfalls, wellness tips.

10.55 Action plans and next steps

Participants reflect on their next steps and how they will implement their learning in the workplace. Each person makes a commitment for what they will do differently in a group whiteboard which can be circulated to participants following the session as a reminder of their actions.

11.00 Close