Intercultural Management

"None of us is as smart as all of us." - Warren Bennis in 'Organizing Genius'

International matrix organizations can enable global companies to achieve competitive advantage and implement global strategies while responding to local needs. Their success may well depend upon how well the people involved are able communicate, lead and cooperate across cultures. This requires leaders that are able balance multiple perspectives, manage high levels of complexity and support the development of a global mindset within their own local organizations.

Research suggests that 70% of failures in international joint-ventures can be attributed to interpersonal and intercultural misunderstandings and conflict rather than commercial or financial difficulties. The objective of this workshop is to help leaders manage and exploit cultural differences and cooperate more effectively with international partners.

Objectives	At the end of this workshop participants will be able to; ➤ profit from the influences of culture and diversity on the dynamics of international cooperation. ➤ communicate constructively and effectively with international partners. ➤ Identify specific situations where conflicts may occur: e.g. deadlines, communication, roles and responsibilities or decision-making authority. ➤ manage and resolve conflicts effectively across cultures. ➤ get what they need from international business partners.
Content	➤ When do cultural differences make a difference? ➤ Developing a global mindset – Intercultural Development Inventory© ➤ Four factors of influence on international cooperation ➤ Best practice for international teams ➤ Leading across cultures – leadership styles ➤ Culture and conflict – Conflict Styles Inventory© ➤ Dealing with challenging situations
Learning Methodology	The participants will be expected to do some preparation in advance of the program and provide input on some challenging situations. The workshop will involve experiential-based learning activities, case studies, learning instruments (IDI or ICS©) and group discussions. The participants will be asked to develop a specific action plan to improve the cooperation in their own international group or team.
Workshop	This is a three-day workshop for a group of 16 participants working with two Clarion Learning consultants at an off-site location.

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