

# DYNAMICS OF WORKING IN MULTICULTURAL SITUATIONS <sup>TM</sup>

## Introduction

In our own culture, we know what type of thinking and management styles or patterns form positive or negative impressions. More importantly we know which behaviour is best for the different people we relate with.

However, once we interact with people from other cultures, we sometimes find that these patterns of behaviour and communication do not produce the same effect. In fact, in some cultures they may even form a negative impression.

This program aims to help participants understand the why and how of working across different cultures or in multicultural situations. This includes leading and managing people from another culture in a multicultural team.

## Learning Objectives

*By the end of this program, participants will*

- Understand how personality, gender and culture influence thinking, emotional and learning styles.
- Recognize a range of different thinking styles and types related to multicultural management
- Be able to define and describe culture and recognise the main underlying laws for cultural behaviour
- Appreciate the essential differences between eastern and western values and their underlying assumptions
- Understand the dynamics of time, task and relationships and their cultural patterns
- Know how the values of harmony and respect influence the concepts of 'face' in most eastern cultures
- Appreciate the essential competencies for managing across cultures
- Understand how the concept of religion and spirituality differs in secular or non-secular cultures
- Understand the role of managers and leaders in developing a 'strong' organizational culture
- Learn how leading and motivational patterns differ across cultures.
- Develop a personal development action plan

## Workshop Contents

- Influence of Personality, Gender and Culture on Thinking and Learning
- The Cultural Iceberg: Behaviour, Values, Attitudes and Practices
- Value Differences – Eastern & Western (e.g: Chinese, Japanese, Korean, Malay, Indian, Arab, European and American etc)
- Leading, Management and Culture
- Context and Culture
- Culture and Time Orientation
- Task and Time Orientation
- Task or People Focus and 'Face'
- Genders issues across different cultures
- Spiritual and Secular Factors
- Communications Across Cultures

## Workshop Methodology

A key and unique feature of this workshop is that all participants will complete a personality traits survey form, resulting in a detailed personality profile. This will enable participant's to discover their own preferred cognitive and emotional styles, which in turn can strongly influence the dynamics of thinking and learning relating to this workshop.

Workshop design incorporates a variety of methods to both stimulate active learning and appeal to the mix of participants preferred learning styles. Building on participant personality profiles, a number of interactive exercises, games and group discussion help them to understand the different thinking skills needed. Where appropriate, selected multimedia, video or power point visuals augment a comprehensive manual of notes. The workbooks are professionally laid out, appealing to the learner and capturing key learning points and post workshop actions.

## Workshop Duration

This can be designed as a 1, 2 or more intensive 3 day workshop, subject to client's needs.

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