Babel
LANGUAGE AND CULTURAL TRAINING

LEADING ACROSS CULTURES

COURSE OUTLINE

Course Design
This course is designed to be delivered either face-to-face or in live online modules and offers opportunities to contribute to polls, annotate slides, take part in exercises, and participate in group discussions.

Course Duration
Face-to-face: 1 day
Online: Two x half-days or four x 90-minute modules.

Group Size
We recommend a maximum group size of 14 but larger groups can be accommodated.

Course Fee
Our fees depend on the course duration, how many participants will be attending and the scale of the overall programme. We are happy to work within a defined budget.

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Our Leading Across Cultures programme is aimed at executives who:

- are leading people from different geographies or people with difficult cultural backgrounds
- want to understand how they can lead, collaborate and communicate more effectively when managing people from different cultures.

The programme is led by experienced cultural trainers who have an appreciation and understanding of cultural differences having lived and worked overseas for many years. It will provide you with a framework with practical, actionable advice.

Programme objectives:

To pinpoint your leadership preferences and compare your methods to the management styles of other cultures. To develop cultural intelligence by:

- Learning about and adapting to different cultural values and approaches
- Understanding the leadership principles at your company and building on existing leadership skills
- Enabling collaborative working in multi-disciplinary/multi-cultural teams
- Learning about communicating effectively across cultures
- Appreciating what is expected of you in driving your company's high-performance organisational culture.

Developing Cultural Intelligence, Understanding Differences

- Introductions, objective setting and agenda
- What is cultural intelligence? Developing self-awareness
- Core cultural concepts: Values; attitudes; behaviours
- Introduction to leading people from different cultural backgrounds. You will explore each culture by reviewing where you and they are positioned on the following dimensions:
  - Scheduling: Do people perceive time as an absolute linear point, or consider it a flexible range?
  - Deciding: Are decisions made in consensus, or made top-down?
  - Trusting: Do people base trust on how well they know each other, or how well they work together?
- Group discussion:
  - How does my approach to time (e.g. scheduling projects; work-life balance; handling team meetings …) affect my team?
  - What small steps could I take to improve my effectiveness - and the team's effectiveness?
  - We are all working remotely and leading virtually: what (else) can I do to promote trust in the team and develop my working relationships?

Intercultural Communication & Global Leadership

In everyday business life, we all communicate with team members. But what does a "good communicator" mean to other cultures? The way you answer this question suggests where you fall on the following dimension:

- Communicating – Are you low-context (simple, verbose and clear), or high-context (rich deep meaning in interactions)?
- Poll: Successful international meetings?
- Quiz: Let's test your 'Global English'
  - Using simple, plain English that your colleagues will understand
  - Deciding how formal or informal you should be
  - Avoiding understatement, idiom and 'false friends'
  - Signposting your language
  - Asking fruitful questions
- Remote communication: Top Tips
- Leadership styles - expectations of your team
- Evaluating:
  - When giving negative feedback do you give it directly, or prefer being indirect and discreet?
  - Are disagreements tackled directly, or do people prefer to avoid confrontations?
- Performance management: practical application
- Putting it all together: reference to your company's Leadership Principles
- Summary: the characteristics of an effective global team.

Language Training

Babel offers inspiring and interactive lessons in all major languages from Beginners to Advanced. Tailored to your own specific goals and scheduled at a convenient time, you'll receive support and motivation from your own native-speaking tutor.

Cross-Cultural Training

Cultural competency is a skill for anyone working in a global organisation. We help people recognise and understand the inevitable cultural differences they encounter and develop the skills necessary to successfully manage these differences.