

# Using Cultural Intelligence to Build Collaboration & Cooperation in a Multicultural Organization



## Training Overview

For teams to succeed in today's competitive global environment, they must have the drive, knowledge and strategy to collaborate effectively with colleagues from diverse cultural backgrounds. A collaborative workplace fosters innovation and utilizes the strengths of each teammate. Do you know what work values are important to your teammates? How can you give suggestions that will be well-received? Are you comfortable saying "No" during a discussion? How can you manage differences in opinions and yet still work towards a common goal? By developing Cultural Intelligence, you can learn to overcome common challenges to collaboration and in turn contribute to a cooperative and collaborative work environment.

## Course Objectives

- To have a strong awareness of one's own culture as well as the culture of our colleagues
- To develop an understanding of how our own culture and the culture of others affect the way we behave, communicate and react in a variety of daily situations within the business environment
- To utilize specific skills to build trust that leads to a strong collaborative mindset
- To eliminate all bias or prejudice that will inhibit cooperation and effective communication between colleagues

## WHO WILL BENEFIT

**This program is best suited for:**

- **Teams** consisting of people from diverse backgrounds
- **Team leaders** leading teams that are highly interdependent on one another
- **Project managers** working with colleagues across various disciplines



**CULTURE BOLEH!**  
**GLOBAL TRAINING**



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## Course Outline

### Module 1: What is Culture?

- Understanding what culture is and how it affects us
- Getting to know our own culture
- Cultural values and how they affect our view of collaboration

### Module 2: The Cultural Scale to Measure Our Culture and Theirs

- Identifying cultural norms:
  - Demonstrating respect
  - Building trust
  - Concepts of face saving
- Understanding the culture scale (power distance, high context vs low context cultures, collectivism vs individualism, relationship vs task and caution vs risk)
- How important is harmony?
- Activity-4R to shift from Judgement to understanding

### Module 3: Building Cooperation through Collaboration

- Understanding our own communication style
  - Looking at our own family communication culture
- Bridging the gap in communication styles
  - Strategies to building strong intercultural communication
- We can all learn from each other
- The key principles of collaboration
- Reaching the full potential of effective collaboration techniques
- Anticipating the challenges to collaboration
- Approaching a workplace challenge through collaborative means
- Trust - The foundation of collaboration
- Tapping into our collective wisdom and understanding through collaboration

### Module 4: Working Together with Cultural Understanding

- Common blocks to cross-cultural communication
- Overcoming counterproductive stereotypes
- Addressing unconscious bias
- You CAN work together and communicate effectively
- A strong collaborative organization and team because of cultural diversity

*Many activities will be used to build cultural understanding, develop specific intercultural communication skills and demonstrate principles of effective intercultural collaboration and cooperation.*



**Steve L. Muhs M.Ed.**  
Lead Trainer

**PSMB Certified Trainer**  
**Advanced CQ Certified Facilitator**  
**Certified Executive Coach**

Steve is a member of the global community and as such has enjoyed the opportunity to work with and train people from over 50 different countries. Having spent the last 15 years living and working in Malaysia, he hasn't just taught cultural awareness, he's lived it. Steve is an excellent communicator and has enjoyed working with a variety of organizations throughout Asia, designing and facilitating courses that have cooperatively met their objectives with great success.



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