



WORKING SMART IN A MULTICULTURAL ORGANIZATION

Working with a multicultural team can be a rewarding and exciting experience that broadens your point of view and your opportunities for personal and professional growth. However, teams need to be cohesive and communicate effectively in order to complete tasks in an efficient and timely manner. Teams need to put aside any inherent bias and prejudices they may have, and instead embrace diversity and understand the advantages it can bring to the company. Rather than segregation by race or culture, teams need to develop the drive and the right strategy to collaborate with those of other races or cultures at all times. Cultural differences can present a particularly serious challenge to these goals.

Cross-Cultural Communication training will enable you to have understanding and appreciation for not just other cultures, but even for your own culture. A person's culture affects more than 70% of their behaviour and the way they communicate and provide service to others. Our **"Working Smart in a Multicultural Organization"** Public Program will help you to understand how your culture affects you, how it differs from that of other cultures and more importantly, how you can address the differences. With proper direction and the right skill set, you can communicate with your colleagues, business partners and clients in a way that builds relationships rather than create barriers. The three primary steps of Cross-Cultural training are to help all participants to become culturally aware, develop cultural understanding and then utilize a skill set that inspires them to look forward to working with those of varied cultural backgrounds.

By the end of the session, you will be helped to value your individual differences and act in a way that brings out the best in you and your colleagues, thus contributing to a multicultural-style working environment.

WORKSHOP BENEFITS

- **IDENTIFY** your cultural approach to communication
- **GRASP** the impact of differing cultures as you work with a multicultural team
- **KNOW** the components of Cultural Intelligence and use them to achieve global success
- **LEARN** to motivate and influence those from other cultures
- **BUILD** trusting and cohesive relationships within your multicultural team

WHO WILL BENEFIT

- **Staff** working with multicultural or global teams
- **Managers** leading a diverse team
- **MNCs and GLCs** working closely with global partners and clients
- **Expats** working in Malaysia

Designed to enable anyone who works with individuals from other cultures to communicate their ideas, concerns and instructions with clarity and effectiveness.



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47170 Puchong, Selangor D.E.

STEVE L. MUHS (M.Ed.) | CULTURE BOLEH GLOBAL TRAINING PLT

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 enthusiastic and dedicated teacher who operates an active classroom and always keeps his students amused and challenged. He thrives on challenges and is always looking for ways to make his training better. He has enjoyed working with a variety of organizations throughout Asia, designing and facilitating courses that have cooperatively met their objectives with great success.



PSMB Certified Trainer
Advanced CQ Certified Facilitator
Certified Executive Coach

WORKSHOP OUTLINE

MODULE 1: WHAT IS CULTURE?

- Understanding what culture is and how it affects us
- Getting to know our own culture
- What is Cultural Intelligence and why develop CQ?

MODULE 2: THE CULTURE SCALE TO MEASURE YOUR CULTURE

- An overview of the cultural scale
- Hierarchy vs Egalitarianism
 - Management styles across cultures
 - Micromanagement or empowerment or both?
- High Context vs Low Context cultures
 - Addressing misunderstandings
 - Communicating among a high context Asian multicultural team
- Collectivism vs Individualism
 - The varying views of "face"
- Relationship vs Task
 - Building relationships across cultures
 - Effectively giving feedback with a multicultural team
- Caution vs Risk
 - Can you take a chance? Will you offer your opinion?
- A personal evaluation – Where am I now?

MODULE 3: COMMUNICATION STYLES ACROSS CULTURES

- Understanding our own communication style
- Bridging the gap in communication styles

MODULE 4: SEEING BEYOND BIAS AND STEREOTYPES

- Common blocks to cross-cultural communication
- Overcoming counterproductive stereotypes
- Moving past bias

MODULE 5: WORKING TOGETHER WITH CULTURAL UNDERSTANDING

- You CAN work together and communicate effectively
- Strengthened by way of diversity

WORKSHOP DETAILS

Date: 29 August 2017

Time: 9am – 5pm

Location: Le Meridien Kuala Lumpur
Jalan Stesen Sentral 2, KL Sentral,
50470 Kuala Lumpur.

WORKSHOP FEE

Regular rate: RM 1500/pax

Early bird rate: RM 1200/pax

Group registration (3 pax or more):
RM 1000/pax

**Register 5 participants and
the 6th participant is FREE!**

HRDF
claimable

PARTICIPANT DETAILS

Name:

Organization:

Designation:

Email:

Phone:

Terms & Conditions:

1. Registration will be confirmed upon receipt of your completed registration form. 2. Full payment must be made before the date of the workshop. 3. If you are unable to attend, a substitute delegate is welcomed at no extra charge. Please provide the name and the title of the substitute delegate at least 5 working days prior to the workshop. Alternatively, your registration can be credited to a future event within the next 6 months. 4. Cancellations must be in writing by fax or email at least 2 weeks prior to the event. Regrettably, no refund can be made less than 2 weeks prior to the event. However, a complete set of conference documentation will be given. 5. All speakers and topics are correct at the time of printing. Culture Boleh Global Training PLT reserves the right to substitute speakers and cancel or alter the content and timing of the program for reasons beyond its control.

PAYMENT DETAILS

Cheque payable or transfer to:
**Name: CULTURE BOLEH GLOBAL
TRAINING PLT**
Bank: CIMB BANK BERHAD
Account No: 80-0338879-3

Scan & email payment slip to
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**HURRY! BOOK
YOUR SEATS
NOW!**

CALL 03-80733707

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