

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: Knowledge that Leads to Collaboration

- Reviewing what culture is and how it affects us in the workplace
- Expanding your cultural comfort zone
- Using Cultural Intelligence in the context of collaboration
- Share your story-How did you use what you learned last session?
- Challenges to collaboration-What do you observe? (Discussion)
- Pay Attention to the Signs-An overview of the Road Signs
 - Respect
 - Empowerment vs Micromanagement
 - Power Distance-Do you show your power? Can it be seen?
 - Trust
 - The trust equation
 - Relationship vs Task-What is more important to you as a leader? People's feelings or getting the job done, efficiency.
 - Collectivism vs Individualism-What or who do you prioritize when making decisions? The group or the individual?
 - Communication
 - High context vs Low Context-How do you communicate?
 - Caution vs Risk-Are you comfortable to show initiative? Do you encourage your team to show it?
- Case studies for discussion using Culture Boleh Game Board
- Using the GlobeSmart profile tool to establish a collaborative approach
- **Module 3: Strategies to Building Cooperation through Collaboration**
- How do you like to work?
 - Creating and sharing your own "User Manual"
- Current collaboration landscape
- We can learn from each other-The Principle
 - What can you teach me?-Activity
 - Giving instructions across cultures in a collaboration context
- 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
- Final intercultural recommendations

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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