

Intercultural competence: Detailed information

Examples 'Intercultural competence': Successful co-operation between different cultures

Target groups:

- A. German executives, managers, project leaders and experts working in different cultures or with people from different cultures
- B. Foreign executives, managers, project leaders and experts working in Germany

Objectives: developing intercultural competence to prepare participants for the cultural challenges in a globalized world

Format: one-day or two-day workshops; lectures; individual coaching

Methods: a blend of trainer input, action and reflection; examples of daily challenges at work; plenty of practical exercises; support for learning-transfer from classroom training to workplace

Locations: worldwide at the different company locations

Successful collaboration with different cultures. How can I successfully collaborate with clients, suppliers, executives, supervisors from other cultures? What do I have to know about them? How do I develop my skills and the appropriate personal attitude towards my partners? (Regional focus: Europe, Asia, Middle East, U.S. and Latin America)

Overseas assignments: How do I prepare myself and my family for a lengthy overseas assignment? What do I have to know about the country, people, culture, business and working environment? Are my own values compatible with those of the target culture? How do I develop a personal strategy to achieve my objectives? (Regional focus Dr Keller: Brazil, U.S., Italy, France, Spain, Portugal, United Kingdom, the Netherlands. Other cross-cultural training courses for assignments in Japan, China, India, Eastern Europe and the Middle East will be delivered by experienced business partners from these regions.)

Living and working in Germany. What do I have to know as a foreign expat in Germany about the culture of my host country? What are the centrally important values and cultural traditions? How do my supervisor and colleagues perceive my own culture? What do they expect from me? What strategies do I have to develop for successful integration? How do I build up professional and private relationships? How do I improve my language skills and my intercultural competence? How do I plan my time in Germany best to make my assignment professionally and personally successful?

Project management – leading international project across borders. What cultural differences will influence the different stages of my project? What do I have to take into account during the planning, preparing, implementing and closing phases of the project? How do I build and lead a multicultural project team? What are my team's expectations and what do I expect from them? What are the challenges of virtual leadership? What strategies do I have to develop to make my international projects successful?

Leading multicultural teams. How do I approach my team members? How do I build trust in my relationships with them and among themselves? What do they expect from me as their team leader and what are my expectations? What important cultural aspects do I have to take into consideration? What should I know about group dynamics in multicultural teams? How do we prepare, conduct and document our meetings? How do we communicate? How do we manage and resolve conflicts? How can we create a shared working platform? How do we assign roles and responsibilities?

Intercultural communication. What are the challenges in communication with people from different cultures? What are the benefits and limitations of various communication channels? Which communication style do my partners from different cultures prefer? What should I know about their presentation styles? How can I convince and inspire them? How can I avoid typical misunderstandings in meetings, phone calls and e-mail communication? How do I resolve misunderstandings and conflicts in an appropriate way?

Successful integration of different locations. How do I manage the integration into my company of different locations in several countries? What is the right strategy to achieve our common goals? How do I lead people from different cultures? Which cultural differences do I have to take into account? How will the locations communicate with headquarters and among themselves? How do I overcome mistrust and create a culture of trust? How do I create a common identity across borders? Which common values and guidelines should executives, managers, employees and workers at each location share? How do I measure progress in our integration process?

Please ask for more information via e-mail: office@keller-leadership.com