



Fundamentals in Intercultural Management

Creating cultural competence and increasing global effectiveness

Fundamentals in Intercultural Management is more than just a course. It is a source of inspiration, imagination and a mine of limitless new ideas. By harnessing differences in culture and experience, we support people working in international business, for international institutions and organisations, to view their landscape through new eyes.

Vital learning moments define itim intercultural seminars. Here, everything from cognitive learning to real-life case studies, from lively discussions to international exchange, culminates in one larger lesson – what it means to work across borders in an ever-changing world.

In this **2-day** public seminar we equip you with useful tools that will make you more effective in your day-to-day work with people from different cultures. We explore the impact of culture on human interaction and will teach you how to interpret certain behavior. We focus on practical subjects such as meetings, communication, planning, management and leadership, which are affected by cultural differences.

This course is intended for

- ✓ employees who have work outside of their home country
- ✓ managers and employees who work in teams with foreign colleagues
- ✓ managers and employees who travel abroad extensively
- ✓ managers with strategic responsibilities for foreign operations

Objectives

The programme is designed to:

- ✓ increase your knowledge of and insight into the importance of your own culture in determining your behavior
- ✓ highlight the significance of cultural differences between your own country and other countries in terms of its impact on management issues
- ✓ increase your effectiveness when working in or with a foreign culture
- ✓ enable you to analyze cultural observations properly
- ✓ enable you to apply a 'tool' (Hofstede's 5-D model) to analyze and optimize daily working practices in an intercultural context.



Consultant

Our consultants facilitating the seminars have first-hand experience of living and working abroad. They have worked in international management positions, have led negotiations with foreign delegations or have taught at educational institutes abroad. Continued learning and sharing of experiences means they are all equipped with global knowledge and local insights. They combine their practical wisdom and business experience with a passion for the creativity of cultural differences.

Investment

2 day programme

Fundamentals in intercultural Management

€ 1.350 per participant

This fee includes:

- ✓ course binder
- ✓ 5-D pocket guide
- ✓ programme facilitation

Not included and will be charged separately when applicable:

- ✓ VAT
- ✓ Cost for lunches, coffee breaks, beverages and hotel

Cancellation policy

The following cancellation conditions apply:

Cancellation prior to the start of the program

- Up to 3 weeks
- 2 to 3 weeks
- 1 to 2 weeks
- During the last week

% of program fee

No charge

30%

60%

100%

If registration for participation is less than 5 people the seminar may be cancelled or postponed. Such a possible cancellation will be announced at least 3 weeks before start of course with payments already made, fully refunded.

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Morning first day 09.00 – 12.30

Welcome and introductions

participants needs and your international issues

Simulation

simulation of real cross-cultural encounters where participants first struggle before understanding and reconciling the differences

About similarities and differences and their consequences

- *culture: a collective, unconscious “programming”*

- *the 5 dimensions of culture; understanding the combination of Hofstede’s dimensions and identifying country profiles*

To experience



Lunch

Afternoon first day 13.30 – 17.00

Concrete applications of the 5-D Model

Case study “How to make it happen”

Enhancing performance of multicultural teams

Q&A

To benefit from a tool

Morning second day 09.00 – 12.30

The Intercultural readiness check

A self assessment tool assessing four vital intercultural competences of individuals

Communication across borders

Email as a tool for international co-operation

To increase competence



Lunch

Afternoon second day 13.30 – 17.00

Managing day to day business:

workshops & cases on pre-defined subjects as:

long distance communications

(virtual) team work

leadership

decision making

Reflections and Actions- Summary and evaluation

To find solutions