

Multicultural Workgroup Training

Workshop Goals

- To maximize the cultural sensitivity of real or virtual workgroups that include people from several cultures.
- To learn how to avoid misunderstandings based on cultural differences.
- To learn how to communicate verbally and non-verbally with colleagues in other cultures.
- To understand the role of different cultural values and communication styles in work, everyday living, and teaching situations, and how to work effectively with people with differing styles.
- To improve understanding of local cultural differences and communication styles that exist globally and within New Zealand.
- To recognize how culture influences the perceptions, values, attitudes, communication, behaviour, daily life and the practice of business.
- To become aware of the limits of any single cultural perspective.
- To learn to adjust behaviour during interactions with colleagues from other cultures, as needed.
- To plan for making adjustments to business processes in light of local expectations

Two-Day Multicultural Workgroup Programme*

Some Topics Include:

- Introduction and Establishment of Expectations and Needs
- What We Do (and Don't) Mean by the Word "Culture"
- Classic Models of the Meaning of Culture
- How Others See New Zealanders and How Will Others See Me?
- Brief Overview of How Cultural Values Affect Workplace Issues, with emphasis on expectations about leadership, negotiation style, conduct of meetings, and business writing
- Simulation of the Experience of Crossing Cultures
- Cultural Differences in the Workplace: Data and Application from Around the World

* Order of presentation and emphasis of training may be modified after learning more about the trainee group and its needs



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- Communication Styles: The Dangers of Not Understanding the Role of Culture
- Tips for Business Travelers to Host Country
- Application of Training: Analysis of trainees' own management approaches in light their own cultural values, communication styles, and learning styles, and in light of current multicultural situations
- "Ask the Expert" Question Answer period for covering any unanswered questions
- Wrap-Up and Evaluation

Workshop Training Methods

- Short Lectures
- Perspective-taking Exercises
- Role Plays
- Simulation Game
- Self- Reflection and Assessments
- Small Group Discussion
- Group Problem- Solving and Card- Sorting Activity
- Question and Answers
- Action Planning as it- applies to trainees' own situation

We offer training programmes for the following:

- International Newcomers
- People Moving to a New Country
- Multi-Cultural Workgroups
- Schools and School Boards
- Third Culture Kids

*Cross-Cultural TransitionNZ is a division of Morris Consulting Group,
New Zealand's leading Training and Development Specialists.*

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