



GTP

Global Training Partners

“Working Effectively In The Global Workplace”

By GTP - Global Training Partners Pte. Ltd.

Overview Of The Course

This highly engaging, experiential, practical, and interactive workshop is aimed at providing you with the strategies, mindset, skills and tools you need to build personal, team and organizational success. This workshop deals with the specific competence of:

Working Effectively In The Global Workplace

- Preparation before the training will include learning objectives review, personal challenges, and critical incidents
- 1 day classroom to experience, analyse, develop skills, and ‘apply-now’ outcomes

Main topics of the seminar are creating a deeper appreciation for how culture impacts workplace issues, develop a greater understanding of global business behaviours and develop core skills that will enable you to be effective when working with Asian, Western and European colleagues.

Target Audience

This seminar is geared towards all levels of local and international executives and managers who want to master the main foundations of international approaches to business, enhance their intercultural communication skills, build a motivational climate and create the conditions for success and pride in their teams.

Course Objectives

This seminar will enable trainees to:

- Develop an understanding of how culture impacts business and social interactions with Westerners, Europeans, Asians and other key cultures
- Gain the tools to accomplish corporate objectives by understanding how cultural differences and similarities can be leveraged for peak performance
- Recognize the critical importance of managing cultural differences in cross-border business relationships as concepts that influence profit
- Implement a personal action plan for modifying work style to be more effective with colleagues and clients from key countries to ensure success and enhance relationships

Course Description

The ***Working Effectively In The Global Workplace*** program supports the development of key knowledge and intercultural communication skills to work in a culturally complex environment. After the program, participants will be able to:

- Understand the major differences between Asian, Western and European culture, work systems and behaviors, especially in terms of getting results and improving performance.
- Gain more confidence and better interaction skills for dealing within an international business environment and dealing with expatriates and counterparts from other key countries within the framework of a performance driven organization.
- Prepare for further development in terms of being able to manage, solve and effectively execute work projects with 'cultural competency'.
- Understand how differences and similarities can promote better teamwork and productivity and ultimately, organizational effectiveness

Project

A personal action plan will be built during the workshop and enable participants to identify challenges, development priorities, and actionable items. It will enable them to put into practice the attitude, awareness, knowledge and skills for themselves, and their team.

Approach

Delivery methods include a self-assessment tool, presentations, facilitated discussions, interactive exercises, case studies and role plays and an action-planning activity.

Design and delivery will reflect the fact that some of the delegates may already bring with them a track record of success in working and managing globally. The interactive, practical nature of the workshop is designed to recognize, acknowledge and reinforce current best practices.

Our Trainers

Our trainers are located globally in over 100 key cities. They are gifted professionals, who have deep and broad experience in conducting these workshops. Their experience covers virtually every type of business with their work directed at helping clients achieve their goals in improving communication, leadership and teamwork.

Additional Topics

- Work objectives and challenges working in a multicultural environment
- Assessment of own personal work style, preferences & business approaches
- Mapping of cultural mindset of business behavior
- Top 10 Tips for Working Effectively With Asians / Westerners or Singaporeans / Japanese
- Important business incidents
- Country specific business area briefing(ie. China, Germany, India, Japan, Singapore etc)**
 - introductions and greetings
 - protocol, etiquette and “dos & don’ts”
 - entertaining, hosting and guesting, giving gifts
 - roles of men and women
 - important language phrases and usage in business & social situations
- Exploring key business issues working globally:**
 - boss/subordinate, client/colleague relationships
 - collaborating effectively in multicultural teams
 - managing diverse teams and partnerships; giving and receiving feedback
 - virtual communication across cultures
 - dealing with status: managing and navigating hierarchy
 - information control and exchange; sharing ideas and showing feelings
 - resolving conflicts and handling disagreements across cultures
 - attending and running meetings; what to expect; who should lead?
 - colleague engagement & presentations (direct – indirect communication)
 - gaining trust/results: building relationships
 - colleague relations/engagement - differing cultural perceptions
 - assertiveness & accountability (influence of hierarchy/equality based cultures)
 - business planning (concepts of time; sense of urgency, multi-focus)
 - negotiating/responsibility/initiative in group vs individual-oriented cultures
 - decision making (rules/procedures – situational; ‘multiple truths’)
- Regional and global case studies
- Team and Individual Cultural Assessments
- Your own organization’s business “critical incidents”