



# Global Team Communication Workshop

**Objective:** Cultivate more culturally-savvy leaders who can easily navigate cultural challenges or multicultural challenges at home and in the global market. Learn communication savvy and be more observant of nonverbal messages from others.

## Module 1: Introduction to Leading Global Teams.

This module introduces you to the distinct challenges of working with transnational work teams, overviews the communication process and specific practices for success in transnational work.

- Introductions and pre-training assessment
- Specific challenges to international projects and failure attributions.
- Overview communication process
- Explicit vs. Implicit communication and first impressions.
- Review Hofstede's cultural dimensions
- Relate these dimensions to transnational interpersonal communication

**Module 2: Mindset and Empathy** This module covers two fundamental mindsets to problem solving: fixed mindset and growth mindset and recommended communication practices to build empathetic relationships with transnational work team members.

- Perceptions of power and their impact on communication
- 3 key leader messages to build transnational team cohesion
- The antidote to high Social Distance
- Practices to develop empathy at work
- Growth Mindset developed by Dr. Carol Dweck for high performers

**Module 3: Identity and Perceptions.** This module takes the learners through an exploration into stereotypes and differences in gender roles. Essentials of being an excellent guest in a foreign country are also discussed.

- Sources of identity
- Stereotypes start at home

- What others "know to be true about you"
- Meaningful feedback in a transnational workforce
- Meeting practices for success

**Module 4: Build Your Cultural Intelligence.** What is cultural intelligence and why does it make such an impact? Workforce trends mean greater need for cross-cultural understanding and communication both in the U.S. and abroad.

- Introduction to Cultural Intelligence (CQ)
- 3 sources of CQ and practices to develop this form of intelligence.
- Explore cross-cultural communication case studies in small groups.
- Tie it all together with personalized action plans.

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