

# WORKING INTERNATIONALLY

Working with colleagues and clients in other countries is rarely as straightforward as working in your domestic market. Misunderstandings can occur due to language problems; distance can breed distrust; perceptions can be taken as facts; and cultural differences can affect the way decisions are taken, meetings are run, tasks are delegated and completed, and how deadlines are met. Spending one or two days to learn how to overcome some of these obstacles and to develop an awareness of how different people think and behave can greatly improve your international effectiveness.

This is an intensive seminar run over one or two days for groups of 12–15 participants. It is intended for people dealing with the international aspects of business, who have frequent contacts with foreign clients and colleagues, or who work in international teams or project groups

## OBJECTIVES

- to raise awareness about the key factors involved in intercultural and international communication.
- to present strategies for successful co-operation, partnership and teamwork across national and cultural boundaries
- to develop tactics and strategies for effective use of English (either as a native or a foreign language) in international encounters
- to find out more about some specific cultures that participants deal with regularly

## BENEFITS

- become aware of the importance of cultural difference as a factor in doing business internationally
- learn about key cultural concepts, such as attitudes to time, authority and information, and how they can help you to predict and interpret different attitudes and behaviour
- acquire practical skills and strategies for maximising the effectiveness of communication across cultures.

## LTS Training & Consulting

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## WORKING IN INTERNATIONAL TEAMS

Have you ever managed or worked in an international team? Have you ever asked yourself any of the following questions:

- How do I get this international project team to achieve its targets?
- How do I motivate people from different countries?
- How do I build a really international team?
- How am I supposed to work in an international team when we work in different countries and different time zones?

Successful, high-performing international teams don't just happen. Working with people from other countries, often using different languages and working across different time zones is a complex and often frustrating business – and these complexities need to be tackled right from the start. Usually run over two or three days, this seminar uses a range of ground-breaking techniques as a dynamic, interactive approach to help international teams understand and maximise the unique potential of cultural diversity.

### OBJECTIVES

- o To examine the dynamics of international teams and team roles
- o To explore the five key dimensions that impact on all international team behaviour
- o To introduce the concept of team charters and protocols
- o To provide tips and practical advice on effective leadership, communication and relationship building in an international team context

### BENEFITS

- o Appreciate the positive potential of cultural diversity
- o Develop an understanding of different cultural mindsets
- o Learn how to manage and work successfully in high-performance international team
- o Learn how to get the most out of individual team members
- o Develop a toolkit for understanding and managing intercultural conflict

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## WORKING WITH SPECIFIC CULTURES

Have you ever had to work with people from a specific culture and not really known what to expect? Have you ever felt frustrated by the way people from other cultures do business? Have you ever been mystified by their behaviour in meetings, by their style of communication or by their approach to time?

Working with people from another culture requires many things - tolerance, flexibility, an open mind. But above all, it requires a real knowledge of that culture, an appreciation of its core values and an understanding of how these impact on daily business practices. You will then be able to build on both your own strengths and the strengths of your foreign counterpart(s) in order to maximise co-operation and achieve outstanding results.

This seminar, usually run over one or two days, goes far beyond the usual do's and don'ts that we find in the books. It provides not only practical up-to-date information on the target culture, but also allows participants to develop awareness of a specific business and social style and how to adapt their own approach to maximise performance in this environment.

### OBJECTIVES

- To find out more about the way of doing business and building relationships in a specific target culture
- To develop an awareness of the strengths of both your own style of working and that of your counterpart(s)
- To develop strategies for integrating these strengths in order to maximise performance in a range of both business and social situations
- To provide practical, up-to-date information on the target culture – facts, values, attitudes and customs

### BENEFITS

- Demonstrate understanding of the target culture to your counterpart
- Achieve superior results by maximising the strengths of both parties
- Reduce the risk of misunderstanding and failure
- Acquire new skills for working effectively in the target culture

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