

MULTICULTURAL TEAM MANAGEMENT

Training Description

This training equips participants to manage, motivate and organise a multicultural team. By focusing on the development of intercultural competences and soft skills, managers will learn to improve their communication and professional relationships.

Through an approach that compares national and target management styles, participants will be able to practise inclusive management to optimise professional performance within their multicultural team.

Learning Objectives

- Manage your multicultural team.
- Motivate your multicultural team.
- Organise the activities of your multicultural team.
- Strengthen teamwork and cooperation.
- Identify and overcome misunderstandings and conflicts of cultural origin.
- Develop intercultural competences and soft skills to improve international working practices.
- Practise inclusive management.
- Understand and develop your CULTURAL INTELLIGENCE.

Prerequisites

An interest in other cultures. A willingness to reflect on one's own practices. Having completed the prior assessment.

Pedagogical Methods

Format: In-person or remote training, depending on the option selected.

Method:

The training is delivered with a 50/50 balance between theory and practice. The trainer shares theoretical insights and real-world case studies, facilitates discussions and group exchanges, and introduces games and practical exercises. Training materials: The training support is provided to participants at the end of the training.

Technical Requirements

In-person: The trainer uses a presentation, projector (or TV), whiteboards and pedagogical tools. Participants require lap-top equipment.

Remote: The trainer uses a presentation, a video conferencing platform and collaborative tools. Participants need a good internet connection and a computer with webcam and microphone.

Code

MAN-MULTI-01

Duration

2 days (14 hours)

Number of Participants

Between 2 (minimum) and 20 (maximum).

Participant Profile

Project managers, Team leaders, Sales directors, Team managers.

Training Certificate

Certificate of completion.

Accessibility

Accessible for persons with disabilities; adjustments available depending on the type of disability (please notify before the start of the training).

Access Conditions

Minimum 10 days before the training for a funding request.

Monitoring & Evaluation

- Prior assessment.
 - End-of-training assessment (MCQ) to validate skills acquisition.
- Satisfaction questionnaire.
- Attendance sheet signed by participants and trainer, per half-day session.
- Certificate of completion.
- Post-training follow-up (+1 month)

Trainer

Christine is founder and trainer in commercial & intercultural strategy, specialised in Franco-Japanese business relations. She supports organisations and companies in their international development. She is passionate about cultural diversity.



TRAINING CONTENT

Multicultural Team Management

Day 1

Ice breaking

Review of objectives / problem to be addressed

1. Interculturality and management

Quiz 1 (online): What are the key qualities of intercultural competence?

1.1 Cultural intelligence: definition and awareness

1.2 The cultural iceberg

1.3 We are all a cultural mix

1.4 Intercultural frameworks: key theoretical approaches

Quiz 2 (booklet): Where do you position the cursor of

intercultural risk?

Workshops & case studies

2. Foundations of society, impact on the company

This section is adapted to the target culture. It may cover different countries.

Quiz 3 (online): Knowledge of the target culture and its professional impact

2.1 General information

2.2 Group vs individual

2.3 The impact of spoken language

2.4 Management ethics

2.5 Women's place

Questions & answers

Workshops & case studies

Day 2

Ice breaking

Review of objectives / problem to be addressed

3. Understanding the management style of your target culture

Quiz 4 (online): What is your corporate culture?

3.1 Implicit vs explicit culture

3.2 Management style – relationship to hierarchy

3.3 Time management

3.4 Implications for project management style

3.5 Interactions within your multicultural team

3.6 Risk management and avoidance

Quiz 5: What is your communication style? (online)

Workshops & case studies

4. Optimise your professional effectiveness and communication: recommendations

(This section is adapted based on the client needs assessment)

4.1 Meetings and non-verbal communication

4.2 The concept of time

4.3 Data management

4.4 Other criteria specific to the target culture

Questions & Answers

Quiz 6 (booklet): Personal intercultural profile – comparison with target

profile: Position yourself!

Conclusion: key takeaways

Return On Time Invested (ROTI)

Satisfaction questionnaire and proposal for ongoing support

Turnkey training available on demand

