

4MAT

Cross Cultural Human Resource Management

By the end of the session, employees will be able to discuss factors of a successful multicultural environment.	2 Hours
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15 minutes	Motivation	Optical Illusion Images • 5 different pictures, 2 minutes over each picture, 10 minutes in total (different PP document used) • In turn (clockwise) each person will, out loud, what first pops in their mind OR what they believe the picture shows	<u>V</u> A T K
50-60 mins	Information	Why is there a need for cross-cultural HR Management? Living in a multicultural environment, globalization lead to heterogenous workforce and a very competitive global environment. WHY go international: • To transfer technologies • To oversee operational start-ups • Penetrate new markets <u>Challenges:</u> “Different ideas of accepted & familiar” • Queuing in the Supermarket? • Queuing on the Highway? (2-3 minutes MAX) “We are looking at the same pictures and we are using completely different words to describe it” - <u>Economy of Language</u> • Pellegrino Riccardi – TecxBergen YouTube • Misperception or Miscommunication • <u>Fun Exercise:</u> Speaking your way out of a ticket (5 minutes MAX)	V A T K

		Understanding Cross Cultural (HR) Management 1. Support assignments success and to prevent failure and to identify key factors impacting these outcomes (Bennet, Aston & Colquhoun, HRM,2000) 2. Determine what constitutes success by considering of the strategies, corporate culture 3. Have equality and successful communication** **ability to dig under the surface and find what the underlying values are <i>Note: Ask participants to tell me a scenario where they have had to work in a multicultural environment</i> • Brainstorming session (5-10 minutes MAX) ○ What are some factors of a successful multicultural environment? Cross Cultural Management <u>(Diversity & Inclusion)</u> https://www.youtube.com/watch?v=rJ4IbhXrqnc (Shad Morris) Takes on from YT video 1. Recognition. Recognizing differences. What do I know about this person's culture? Select which cultural dimensions to examine and then assess the impact on the specific business you are in 2. Respect differences Appreciate cultural differences – identifying and assessing another country's culture key dimensions and adopt your own views of the world to give them greater appreciation and to avoid stereotyping!! 3. Reconciling difference	
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		Applying knowledge and cultural empathy to reach agreement or harmony and/or reach common goal or objective. How to deal with Cross- Cultural (HR) Management • Diversity & Inclusion • Equality • Stereotyping Determine what constitutes success by taking into account the strategies and corporate culture of the firm. **Tips for corporate and personal cross cultural Some tips are common, both on an organizational level and on a personal level, as it is important to understand the way people interpret situations, communicate and make decisions. Employees need to feel accepted, values and people have the tendency to be unaware of their own biases, by stereotyping and making assumptions on others. By creating awareness on an organizational level as well as on a personal level, through training, it ensures cultural mindfulness. Diverse workplaces and Cross-Cultural training and effective communication can create more opportunities than challenges.	
40 min	Practice	<u>Scenario:</u> "You are an International HR Manager, working for an International Tech Company. There is a need to re-write the employee orientation manual, to include a cross-section of diverse employees. You have 20 minutes to write, in bullet points, the main topics that need to be included in the new employee orientation manual.	V A T K
5 min	Application	Can you state one thing that you as an individual want to improve on in terms of Cross Cultural (Communication or Management)? • When happens, I plan to	V A T K

		● If Happens, I plan to ● To avoid, I plan to	
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