





# **Module I – Team Work Management**

Topic 4: Cross Cultural Teams

Session 1: Cultural Barriers & Team Building



# Outline

- I- Obstacles
- II- Ways to Overcome Cultural Barriers





# I- Obstacles





# 1- Language

- It is one of the greatest barriers to building a team of members from various cultures.







## 2- Trust

- It is a very important part of any successful team.





### 3- Communication

- Various cultures communicate differently
- Failing to understand how each member of your team communicates can hinder your team building efforts





## 4- Norms

- Every culture has its own feelings about work, authority, time and what each person's relationship to the organization







## 5- Stereotypes and Prejudices

- They are mostly negative images or preconceived notions about a specific community, group or culture (Ex: all Germans are punctual)
- This creates prejudice among people of different cultures and causes judgmental attitudes towards one another





## 6- Signs and Symbols

- Non-verbal communication are very common ones





## 7- Behaviors and Beliefs

- Body language, gestures, and mindsets
- Ex: Time factor





## 8- “Us” versus “Them”

- This may lead to a sense of alienation





## **II- Ways to Overcome Cultural Barriers**







# 1- Define what Behaviors are Acceptable

- Not all behaviors specific to a particular culture will negatively impact your employee's performance





## 2- Adaptation

- For some cultures, disagreeing with coworkers and especially superiors is not appropriate at the workplace, but is possible in a non-work environment





### 3- Organize a Cross-Cultural Training

- The purpose is to educate managers on how to lead their multicultural teams with success.





## 4- Address Language Barriers

- The purpose is to educate managers on how to lead their multicultural teams with success
- People from different countries may speak differently even if you both use the same language





## 5- Prepare for Cultural Differences

- People are viewed through the lens of our own culture
- Learn about the differences beforehand







## 6- Promote Appreciation of Diversity

- Create an organization's culture that fosters an understanding of other cultures





## 7- Be Open-Minded

- Keep in mind that cultural differences can be both subtle and obvious





## 8- Flexibility

- Modify your plans according to your team members' needs and priorities



Thank you