





Module I – Team Work Management

Topic 4: Cross Cultural Teams

Session 2: Advantages and Challenges



Outline

- The Cross-Cultural Teams
- Advantages
- Benefits
- Challenges
- Management of Disadvantages
- Strategies for Successful Teams





Cross-Cultural Teams

- Global teams that include people from different cultures and experiences
- Have different communicating patterns





I- Advantages

- Productivity
 - *Inspire innovation*
 - *Enrich the variety of services/products*
 - *Have more sensitivity to foreign clientele*





(Advantages)

- Improvement of Creativity
 - Being exposed = Endless ideas*
 - Knowledge about what works well or better*





(Advantages)

- Personal Growth
 - *Impact on personality and mindset*
 - *Adaptation to new situations*
 - *Acquisition of tolerance and cooperation*





II- Benefits

- Not everyone is ready to face the challenge due to lots of factors (Culture, personality, working environment, etc.)
- Intervention on time is required





III- Challenges

- Communication Problems
 - *Lack of fluency in the team's dominant language*
 - *Communication style in home country*





(Challenges)

- Work Cultures
 - *Flat organizational structures vs. formal hierarchy*





(Challenges)

- Negative Cultural Labels
 - *Interactions raise unconscious cultural biases*
 - *Categorization can be disruptive*





IV- Managing Disadvantages

- Adaptation
- Cultural intervention
- Managerial intervention





V- Strategies

- Don't underestimate the (subconscious) challenge
- Focus on similarities and differences
- See it as a learning opportunity



Thank you