





Module I – Team Work Management

Topic 4: Cross Cultural Teams

Session 3: From Conflict to Cooperation



Outline

- I- About Multicultural Cooperation
- II- Importance of Multicultural Cooperation
- III- Time to Commit to Multicultural Cooperation
- IV- Steps to Strengthening Cross-Cultural Teams





I- About Multicultural Cooperation

- Culture is one of the most powerful forces in our world
- As people from different cultural groups work together, values sometimes conflict
- Participants must have a sense of common purpose





II- Importance of MC

- Gets everyone to the table
- Emphasizes common interests
- Creates more effective communication among groups
- Enriches everyone's life





(Importance)

- Takes advantage of “strength in numbers”
- Creates a sense of community
- Leads to a more just society





III- Time to Commit to MC

When:

- Those most affected by the problem are not participating in a solution
- There is more at stake than individual organizations
- There are problems among many diverse groups





(Time to Commit to MC)

When:

- There are several groups willing to make a long-term commitment to work
- Several organizations recognize a bad situation that could get worse
- There is a desire to identify others involved in the problem





(Time to Commit to MC)

When:

- All parties involved are clear about what they are getting into
- The groups represent every cultural group involved in the problem
- The leadership of the process is committed to keeping the focus on the goals





IV- Steps to Strengthening Cross-Cultural Teams





1. Acknowledge Cultural Differences

- It is manifested through:
 - Language
 - Culture
 - Behavioral differences
 - Meaning attached to words
 - Ideas
 - Actions





2. Establish Norms

- It is manifested through:
 - Standards
 - Procedures
 - Communication
 - Team Structure





3. Develop a Team Identity

- It is manifested through:
 - A shared goal
 - A common vision
 - Commonalities among team members





4. Over-Communicate

- It is manifested through:
 - Using simple and clear language
 - Minimizing information gaps
 - Respecting the value of courtesy





5. Build Rapport

- It is manifested through:
 - Creating safe environment
 - Respecting differences
 - Using real life interaction





6. Leverage Cultural Diversity

- It is manifested through:
 - Embracing differences
 - Appreciating new perspectives
 - Considering cross-cultural teams as an asset



Thank you