





Module I – Team Work Management

Topic 4: Cross Cultural Teams

Session 4: A General Framework



Outline

- I- Guidelines for Multicultural Cooperation
- II- Building a Multicultural Cooperation





I- Guidelines for Multicultural Cooperation





I- Guidelines

- Learn from generalizations about other cultures and races
- Practice, practice, practice
- Don't assume that there is one right way to communicate
- Don't assume that breakdowns in communication occur because other people are on the wrong track





(Guidelines)

- Listen actively and empathetically
- Respect others' choices
- Stop, suspend judgment
- Be prepared for a discussion of the past
- Be aware of current power imbalances





(Guidelines)

- Remember that cultural norms may not apply to the behavior
- To journey with fellow travelers we must prepare ourselves for customs and values that differ from ours





I- Building a Multicultural Cooperation





The Three Steps

- 1. Define the setting of the problem
- 2. Set a direction
- 3. Implement your plan





The Six Components

- *1. Formulate a Clear Vision*
 - Make a commitment to create an organizational culture
 - Become aware of what dimensions of cultural diversity exist
 - Celebrate the various differences





(The Six Components)

- *2. Conduct Strategic Outreach*
 - Include diverse groups at the inception
 - Give priority to increasing diversity
 - Tap into networks





(The Six Components)

- *3. Establish Structures and Procedures*
 - Create a decision-making structure
 - Make sure that staff and board reflect and represent the community
 - Find ways to involve everyone





(The Six Components)

- *4. Practice New Mode of Communication*
 - Use inclusive and valuing language
 - Learn and apply the cultural etiquette
 - Avoid false praise





(The Six Components)

- *5. Create Leadership Opportunities*

- Help to cultivate leadership capacity in others
- Include different types of people in leadership positions
- Develop a variety of leadership positions





(The Six Components)

- *6. Engage in Sensitive Cultural Activities*
 - Integrate aspects of different cultures into all your activities
 - Hold events in mutually acceptable locations
 - Develop projects that people from different cultural backgrounds can work on together



Thank you