



# ACHIEVING RESULTS WITH VIRTUAL & MULTICULTURAL TEAMS

## CULTURAL COMPETENCE FOR OPERATING IN A GLOBALISED WORLD

REGISTRATION FORM: 13 AUGUST '09

### SETTING:

**Accenture study (2007)** finds productivity increases of 30% reported by executives whose companies provide cross-cultural communication training.

According to leading research firm **Gartner (2007)**, over 50% of outsourcing deals fail, and the failure rate exceeds 75% in IT outsourcing. They have identified five reasons for failure – one of them being "Cultural Differences".

### OBJECTIVE

The program will look at how culture impact on issues such as task completion, communication, trust, roles, responsibilities, relationships, conflict, motivation and decision-making authority.

### HALF-DAY PROGRAM

Join your professional peers in a half-day program focusing on developing strategies and practices for dealing with cultural challenges that management and professionals experience while working in virtual & multicultural teams.

Success in this context requires leaders to be able to balance multiple perspectives and manage high levels of complexity, in order to effectively communicate, cooperate, and lead across cultures.

### Program content:

- Identify specific work situations where cultural conflicts may occur and have an impact on the overall effectiveness in virtual & multicultural teams;
- Develop knowledge in dealing with challenges and opportunities of working in virtual & multicultural teams;
- Enhance Cultural Intelligence to building relationships, increasing transparency and encouraging constructive feedback within your virtual & multicultural teams;
- Explore strategies & practices to improve your virtual & multicultural team's effectiveness.

### REFERENCES

"I truly do find the knowledge I gained in the program to be very valuable in my daily interactions across Asia Pacific's myriad of cultures. I very often find myself thinking about the hierarchical cultures and modifying my response or expectations accordingly - hasn't failed me yet"

*Asia Pacific Director, Hewlett-Packard.*

"From my perspective the sessions were extremely valuable and the teams are saying that they are experiencing immediate results from some of the insights. We now have a great foundation from which we can continue to build".

*Head of Operations, ANZ Bank*

"Thank you and congratulations for a job well done. My team definitely benefited from the Workshop. I will strongly recommend any manager who has responsibilities across regions to have the workshop for his/her team".

*Program Manager, IBM Asia Pacific.*

### SYDNEY DATE & VENUE

#### Thursday 13 August 2009

Arrival and coffee: 8.45 am for a 9.00 AM start and a 4.30 PM. finish

#### Venue:

CBD Campus of the UNSW business and executive education centre: 1 O'Connell, level 6, Sydney (On the corner of Bent and O'Connell Streets).

### FACILITATOR

Kees Hoefsloot - partner with the **cultureresourcecentre** - facilitates training, competence assessments, country orientations, and executive coaching to develop Cultural Intelligent organisations, teams and people. His specific interest focus on Outsourcing/Off-shoring, Team Building, International Sales & Marketing, and International Negotiations.

### COST

One-day program \$ 525. – pp. (excl. GST). Payment one week prior to the course by cheque or direct payment to: Culture Resource Centre Pty Ltd. (ABN 47086223672) to CBA Bank BSB 06 2217 and Account 10254418.

### REGISTRATION DETAILS

Please provide details and fax this form to:

**02 9236 7316** or email your details to [kees@cultureresourcecentre.com.au](mailto:kees@cultureresourcecentre.com.au)

We will email you a confirmation and a tax invoice.

**Company name:**

**Contact person:**

**Phone:**

**Participant (1):**

**Position:**

**Email:**

**Participant (2):**

**Position:**

**Email:**

### CANCELLATIONS

We will make a refund (less \$50 and GST administration fee per participant) for cancellations received in writing (email or fax) at least 7 days prior to the course. Alternatively you may choose a 100% credit note (valid for 12 months) for the full value of the paid registration fee to put forward a future program. Unfortunately, no refunds are made for cancellations received less than 14 days prior to the course or for participants who fail to attend the course. Once you have our email confirmation for your participation and you are unable to attend, a substitute participant is welcome. In the event of cancellation of a course, Culture Resource Centres' liability is limited to the return of the course fee only.