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Consulting and Training for Business

Leading a multicultural team

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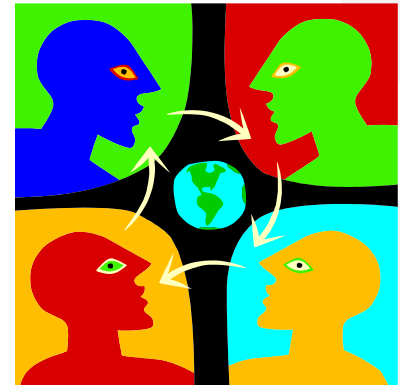
Who we are

- People development company
- Consulting – training – diagnostics – coaching
- Leadership development
- Managing diversity:
 - Intercultural cooperation
 - Virtual teams
 - Age management
- PL – CZ – HU – AT – CH



Who of you

- Has ever worked in a multicultural team?
- Has ever run a multicultural team?
- Has ever worked virtually?



Content for today!



- What is the role of attitude in international contact?
- How to prepare for the first international meeting?
- How could the first impressions influence the team ability to achieve the task together?
- How to work with different approaches to time? Mono- vs polychronism.

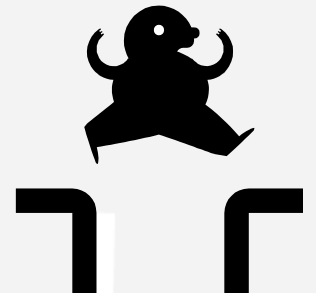
Into a global thinking mode?



Strategic gap

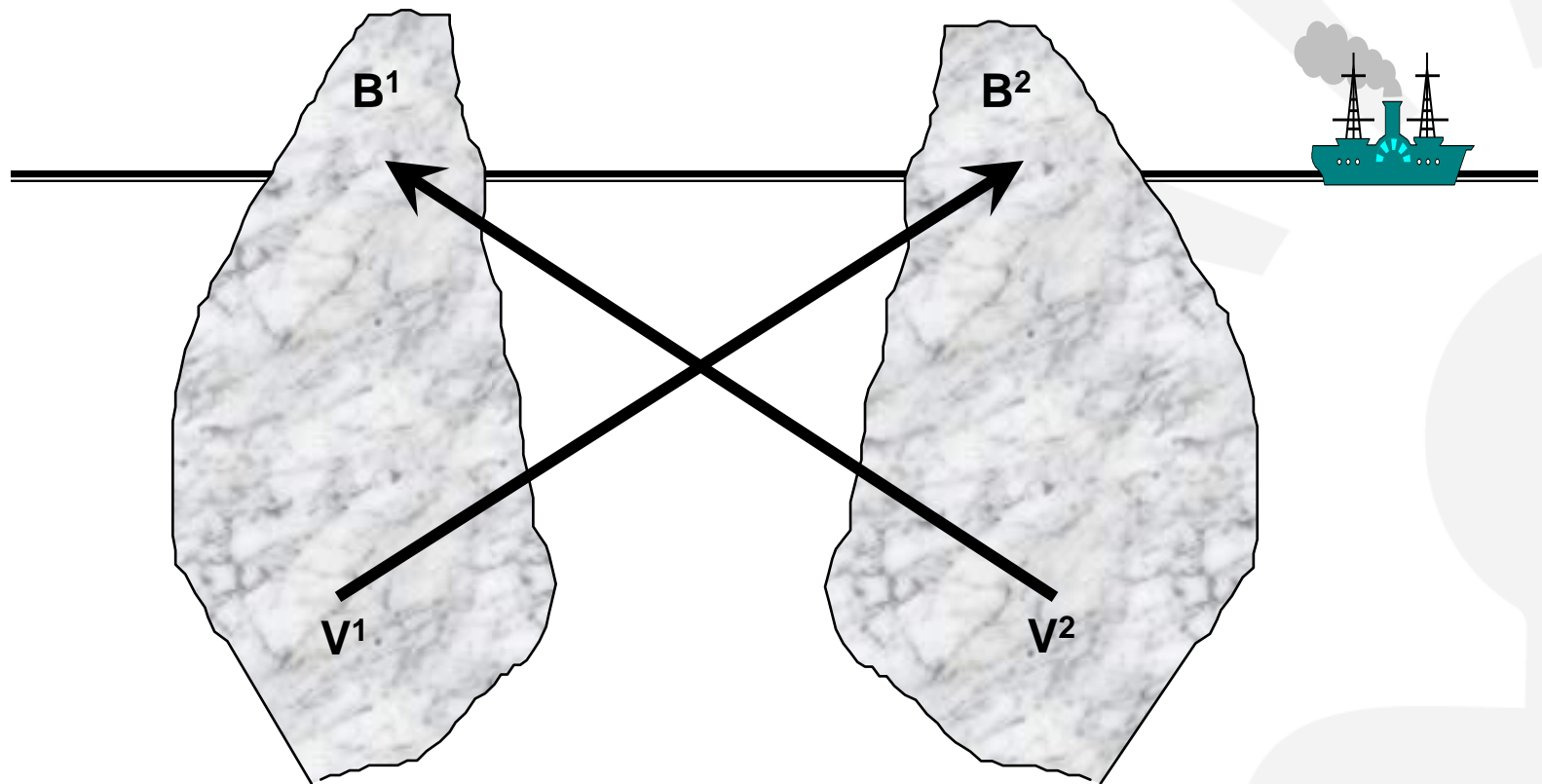
a ,near-sighted' attitude towards products, Customers, subsidiaries

- Strengths and skills of local offices are ignored
- Learning and knowledge of specific team members are ignored
- Special needs of local markets are ignored
- **Gap between the organisation's strategic goals and the capability of key people to implement them**
- Technical skills or professional experience \neq ability to transfer them in an international context



Iceberg theory

OHT
3



B = Behaviour (what you do and say)

V = Values (beliefs about what is right to do and say)

The power of first impressions



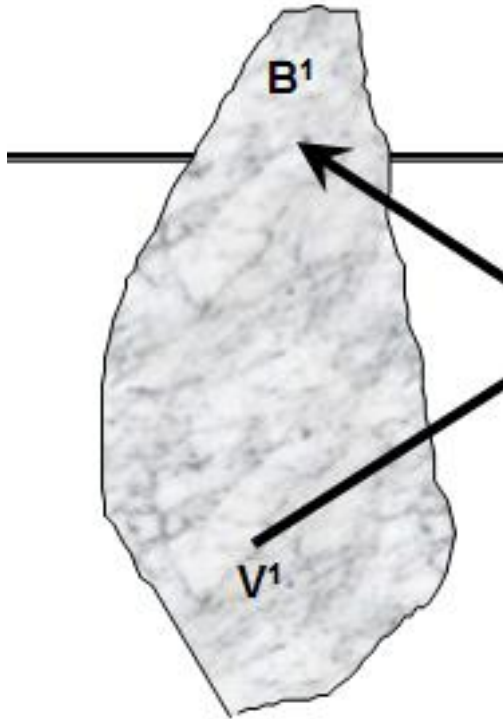
The power of first impressions

With your neighbours, please discuss:

- What have you noticed?
- What might be the underlying cultural value of this person?



Eva Schmidt



- No sense of humour (British type)
- Very fond on procedures, formal stuff
- Likes official titles
- → might be challenging to cooperate with

WHY?

- She was distracted by the way Gavin presented himself
- Hierarchy is important – a leader needs to present him/herself in a special way
- Doctor = I have the technical competence
- She takes things LITERALLY → PRECISION, CLARITY
- Business is a serious thing
- EFFICIENCY

The first meeting

With your neighbours, please discuss:

- What tips would you give to Gavin for the first meeting?
- best practice sharing:
What works especially well for you when you run a meeting of an international team?



Challenges of international projects



Monochronism vs polichronism

A	B
Monochronic approach	Polichronic approach
I prefer to finish one thing before I start another one	I tend to handle a few things at the same time
,Punctual' means to be there precisely on time	,Punctual' means to be there approximately on time (small delays are accepted)
I set my daily agenda in advance and make it happen step by step	Even if I have an agenda of the day, in most cases it might change completely
If I set a deadline with someone, I treat it as binding	Deadlines are for people to be shifted

Approach to time

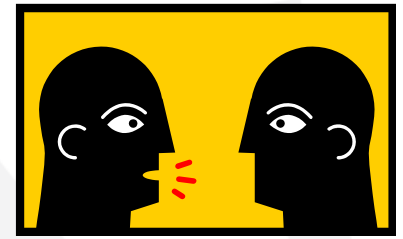
With the people around you, please discuss

- What are the advantages of your own time preference?
- What might be the potential difficult aspects of cooperating with you?



Leading a multicultural team

There are more aspects to consider

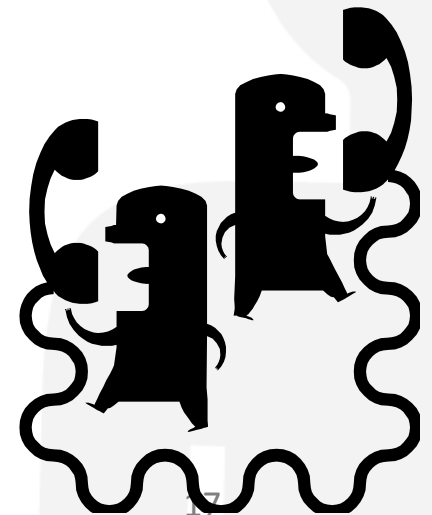


- Approach to hierarchy – what is a good boss like?
- Approach to individual / group – where is the responsibility?
- Approach to rules – universal rule or managing by exceptions?
- Verbal and non-verbal communication – do the ‚shy cultures‘ get the voice?
- ...

Leading a multicultural team

There are EVEN more aspects to consider

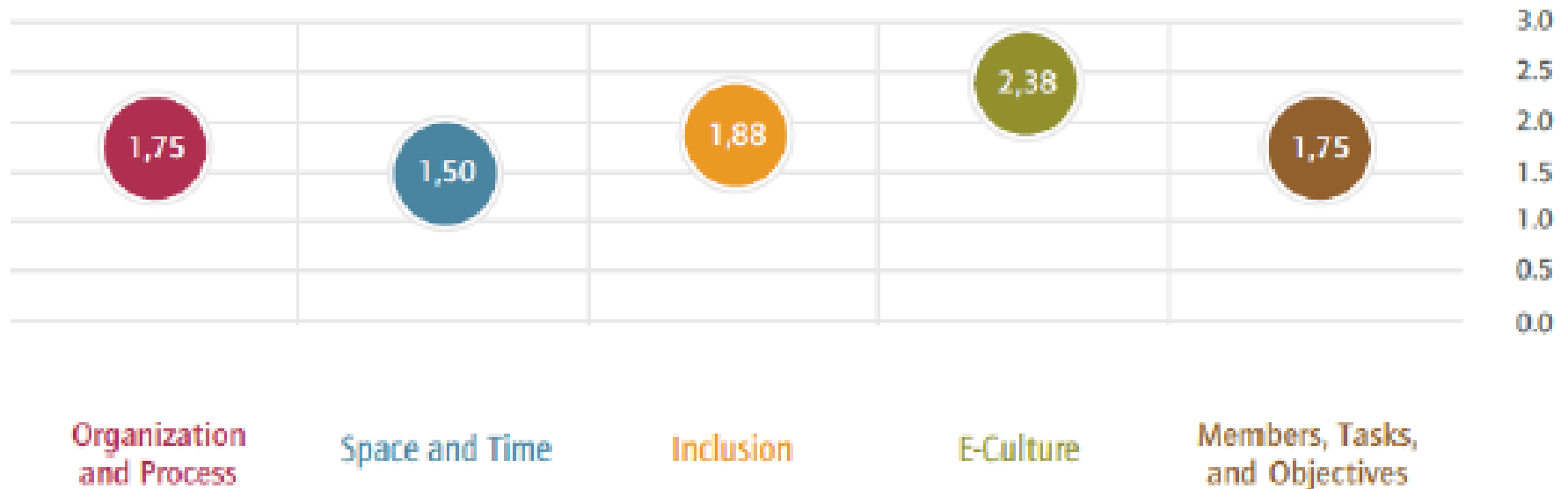
- Access to technology
- Time zones
- Roles and responsibilities
- Frequency and means of contact



Leading a multicultural team

Diagnosing team status

- Virtual Performance Assessment



for your virtual multicultural teams

Challenges of international projects

With your neighbour, please discuss:

- What are the challenges of working internationally from the cultural diversity, team leadership and organisational perspective?
- **What works well for you?**
Share your tips & tricks with others!



We have been trusted by





Read our experts

TEMAT NUMERU
Opinia – Monika Chutnik

Trzeba łączyć mocne strony



Monika Chutnik
doradca, trener i coach
biznesu, prezes firmy
ETTA Doradztwo i Treningi

Powai
niem
prze
Efekt
frustr
nych p
Temat
miesią
zauwa
– dla os
cych w
wiedni

Aleksandra Buchla

Pracownik jutra, czyli kto?

Kluczowe kompetencje pracowników w przyszłości

„Pracownicy jutra” to jeden z tematów podejmowanych przez zarządzania podczas XV Kongresu Kadry, który w dniach 23-25 Warszawie. Jakie kluczowe kompetencje będą cenne na rynku będą poszukiwani i zatrudniani w przyszłości?

ettą Rozwijamy kompetencje przyszłości

ettą Dor



Strona główna Strona Etta

← W ekspresowej podróży koleją na trasie Berlin-Warszawa zabiera nas Steffen Moeller

Jaki korzyści daje trening relokacyjny i kto na nim może skorzystać?

Posted on 27-11-2012 by Sylwia

Trening relokacyjny stanowi nieocenioną pomoc dla tzw. ekspatów, czyli pracowników (zazwyczaj menedżerów), którzy delegowani przez swoje firmy za granicę stają się odpowiedzialni za rozpoczęcie, kontynuowanie, czy usprawnienie prowadzonych w innych krajach działań biznesowych. Trening ten został zaprojektowany tak, aby w jak

Szukaj

Katego
■ Artyku
■ Baza v
■ Bez ka
■ Narzę
■ Prakty
■ Rozwi
■ menec
■ Sprzec
■ miedzi



Zwycięzcami na przyszłym rynku pracy będą ci Pracownicy, którzy nie ustaną w uczeniu się - zdobywaniu nowej wiedzy i poszerzaniu



Thank you!

Monika Chutnik

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Areas of specialization

development of managers' competence

HR management **virtual team leadership**

LEADERSHIP Polish business culture manager as a coach

*effective **cooperation and communication**
in the international environment*

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trainings for expatriates **intercultural training**

relocation training **intercultural coaching**

Diversity

Intergenerational

Age

Change

Management

Business coaching

TRAIN THE TRAINER – courses for trainers

Performance Appraisal System

HR Strategies motivation

