

PRBB Intervals Course Proposal

1. Workshop Title

Cross-cultural working: understanding diversity for enhanced scientific performance

2. Proposed dates

May 19th & 21st 2020 (9.30-13.30 hours)

3. Course Language

English

4. Course Leader and very brief summary of relevant qualifications and experience

Alicia Marín Muniesa: More than 18 years of international business experience. Professional coach, team coach, trainer and facilitator. Associate professor at IE Business School (Madrid) since 2011 for the subject *Cultural Intelligence*.

5. General description of the course (relevance and context for the PRBB)

Being effective with colleagues and partners who have different sets of assumptions, beliefs and values can be very challenging. If you add having to work, sometimes, at a distance, the chances for misunderstanding, conflict and damaged relationships increase dramatically. This is the reality that many scientists and other staff members face at PRBB today.

This workshop will develop the awareness, skills and personal attributes of participants for succeeding in a cross cultural and virtual working environment.

6. Course aim:

To help participants understand their own communication style, how it impacts on others and how culture can influence communicative effectiveness. Using these insights, participants will practice techniques and share best practices for managing cross-cultural communication challenges in the workplace.

7. Learning objectives

To:

- Increase self-awareness of communicative style
- Identify appropriate practices for managing cross-cultural communication challenges at the workplace
- Recognize the key factors that contribute to Cultural Intelligence
- Increase self-awareness of cultural preferences
- Analyze the impact of cultural differences on work relationships and performance
- Consider the impact of remote working on effective communication and develop habits for preventing difficulties when being a part of a virtual team

8. Training methods

- Interactive training
- Reconciling the necessary amount of theory with individual questionnaires, group exercises, role playing and analysis of cases.
- Participants will define their *Individual Action Plan* by the end of the workshop.

9. Target group in PRBB

All PRBB staff who work in international collaborative teams

10. Number of participants (maximum)

15

11. Total course hours

8 hours of direct training with the facilitator. Previous self-study not required, just a brief reflection on personal experience when dealing with other cultures at work.

12. Distribution of course

2 sessions of 4 hours each

13. Course programme

- Brief introduction to communication:
 - Levels / Types / Obstacles
 - Getting to know your own communication style
- What is culture?
 - Cultural differences, common mistakes and their impact
 - Culture shock: definition and what can help to offset it?
 - A framework for understanding culture
 - Dimensions of culture
 - Exercises to understand and appreciate diverse perspectives
- Cultural differences in communication
 - Ways of dealing with conflict in various cultures
 - Perception pitfalls in cross-cultural situations
 - Important attributes for cross-cultural success: Best practices
- Working in a remote team
 - Characteristics of mature remote teams
 - How culture impacts remote teams
 - What instills trust?
- Your Action Plan: Culture in the workplace

14. Pre-course preparation (what preparation should participants do before the course – reading, online study, prepare ideas etc?)

Think about cross cultural misunderstandings/problems participants have experienced in their working environment. To maximize their learning experience, workshop attendants will be kindly requested to email some of those real cross-cultural challenges to the course facilitator a few days before the first session.

15. Material participants need to bring (laptops, etc...)

None required

16. Relevant background reading/ audiovisual/websites or other materials

Will be referred to during the workshop