

Course : Managing a multicultural and international team

Practical course - 2d - 14h00 - Ref. MCI

Price : 1590 CHF E.T.

★★★★☆ 3,9 / 5

This course helps you become aware of cultural differences and their impact on managerial practices. You'll learn to decode the main types of culture and behavior, and to anticipate and manage misunderstandings caused by cultural differences and stereotypes.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Understand the cultural specificities of each team member
- ✓ Analyze cultural differentiation factors
- ✓ Choosing oral and written communication strategies adapted to multicultural contexts
- ✓ Unite the team around common objectives
- ✓ Handling difficult management situations linked to cultural differences

Intended audience

All managers regularly involved in international business relations.

Prerequisites

Experience in team management desirable.

Practical details

Hands-on work

Self-diagnosis, fun quizzes, role-playing. Action plan based on progress points identified.

Course schedule

PARTICIPANTS

All managers regularly involved in international business relations.

PREREQUISITES

Experience in team management desirable.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more. Participants also complete a placement test before and after the course to measure the skills they've developed.

1 Understanding the impact of culture on management situations

- Define the notions of culture and intercultural management.
- Identify the specificities of intercultural relations.
- Impact of cultural differences on team management.

Hands-on work

Identifying and classifying the difficulties faced by managers from different cultures. Fun quiz.

2 Deciphering major cultural and behavioral typologies

- Major cultural trends around the world.
- The four axes of Hofstede, founder of intercultural management.
- Other factors of cultural differentiation: relationship with environment, power, space, time.
- Identify factors of cultural differentiation: hierarchical relationship, to the individual, to the community...

Hands-on work

Analysis of different management attitudes according to managers' cultural backgrounds. Self-diagnosis.

3 Communicating effectively in a multicultural context

- Habits and frame of reference.
- Implicit and explicit communication, verbal and non-verbal, stereotypes and consequences, etc.
- Written and oral intercultural communication.

4 The specificities of working with a multicultural team

- Identifying points of convergence and divergence.
- Definition of common objectives.
- Time evaluation/consensus building.

Hands-on work

Joint development of a grid for decoding cultural differences and case studies. Role-playing.

5 Adapting your management style to intercultural situations

- The roles of the international and/or multicultural manager.
- Efficient time management.
- Managing people from different cultures.
- Reframing a foreign employee (African, Indian, Chinese, Anglo-Saxon...: the differences).
- Manage difficult situations (distance, misunderstandings, conflicts, etc.).

Hands-on work

Intercultural negotiation exercises, reframing interviews, conducting meetings, conflict management.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

REMOTE CLASS

2026 : 1 June, 14 Sep., 26 Nov.