

WTC English Breakfast – International Mindset

Recipe for improvement:

A yellow plastic spoon with a smooth, rounded bowl and a long handle, positioned horizontally across the top of the image.

❖ Cultural adaptability

A red plastic spoon with a smooth, rounded bowl and a long handle, positioned horizontally in the middle of the image.

❖ Capacity to build empathy

A teal plastic spoon with a smooth, rounded bowl and a long handle, positioned horizontally across the bottom of the image.

❖ Extend your comfort zone

What is Culture ?

A learned framework that forms rules, norms and assumptions that guide behaviour.

Iceberg of British Culture >



What cultural values can you identify?

After a merger between German/British investment banks, German bankers in were surprised to find that their British partners were earning considerably more than them, and that the team were frequently changing because high level managers were being recruited, or 'poached' by rival banks. By contrast, most of the German team had been in the same bank since the beginning of their careers and would not consider a change to a rival bank, even if they were offered more money.

A blurred background image showing several people sitting around a table in a meeting or workshop setting. The focus is on the text overlay.

Mini group activity

Tell your partner / group about an intercultural challenge you have experienced (5 mins)

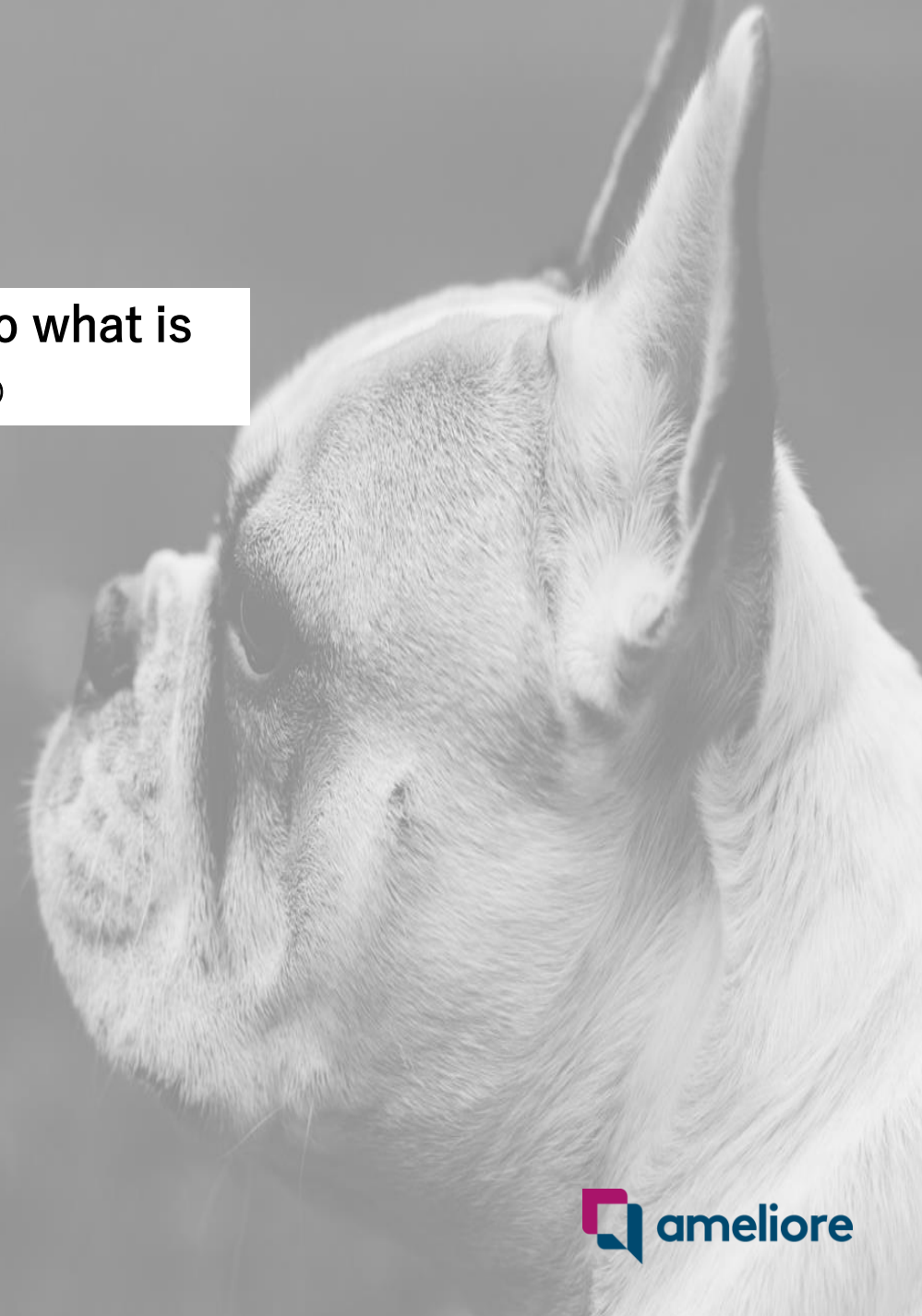
Discuss the cultural values that you can identify in each story (5mins)

The art of good listening

“To listen fully means to pay close attention to what is being said beneath the words.” Senge & Kleiner et al (1994)

Practise:

- Pause before responding
- Try to reduce internal dialogue
(particularly relevant when speaking another language)
- Being fully present
(removal of distractions)



A blurred background image showing several people sitting at a long wooden table in a meeting or workshop setting. The focus is on the text overlay.

pair activity

Each person talks for 3 minutes about who they are.

Note: you're not allowed to talk about work! The person who is listening, you are allowed to ask open questions if the other person finishes speaking otherwise, practise those listening skills!



Extending Intercultural Comfort Zone

COMFORT ZONE:

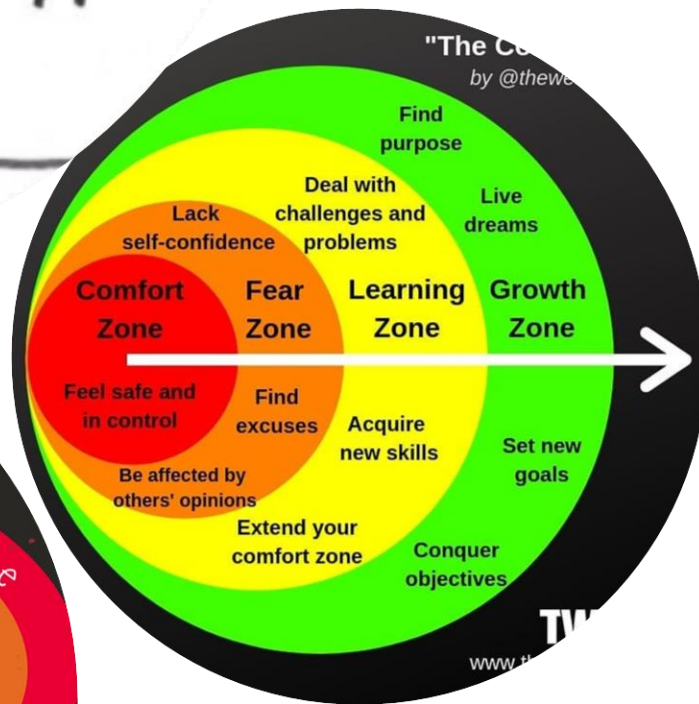
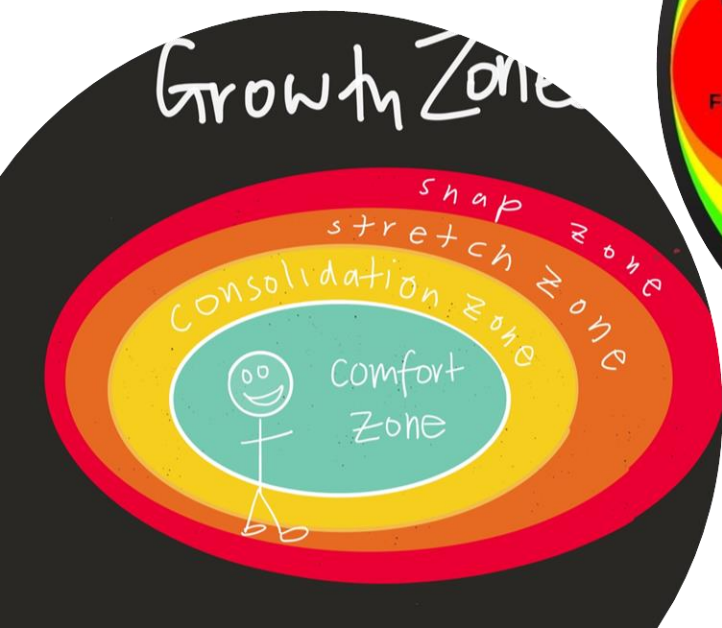
A situation in which you feel comfortable and in which your ability and determination are not being tested

Mini group activity

Activity 1

Think of an Intercultural experience if possible, otherwise a general example, then discuss with your group:

- Describe the last time you left your comfort zone
- What did that feel like?
- What are some of the best ways to deal with these feelings?



Extending Intercultural Comfort Zone

Practical tips

- Use the telephone
- Use your video
- Invite conversation

Challenge yourself

- Assume the other person has positive intent
- Generate as many possible explanations for the behaviour as possible

Don't give up - practise practise practise !!

Mini group activity

Activity 2

Scenarios in intercultural communication:

- Your manager gives you an assignment with no specific information about how to do it.
- Your project colleague always says he can meet deadlines you set, but when the time comes, he is often late.
- You're at an airport and someone bumps into you and doesn't apologise.
- Your manager always tells you what you're doing wrong, but they never tell you when you're doing a good job.
- You asked a customer for feedback. They say everything is fine, then you discover they've given you a bad review.

Share your instant reactions

Assume the other person has positive intent (cultural values?)

Generate as many possible explanations for the behaviour as possible

Améliorer votre 'International Mindset'

Compétences Clés:

Connaissance interculturelle
Adaptabilité culturelle
Développement de l'empathie

Ecoute active
Comprendre et utiliser les questions ouvertes
Capacité d'étendre sa zone de confort

Programme en ligne (ZOOM) : en Anglais

Remise de 10% pour
les 4 premiers
inscrits



5, 7, 11, 13, 15 mai 2020



9h - 10h30

4 - 6 participants



427,50€ TTC (éligible CPF)



Inclus:

- E-book : la connaissance interculturelle + des outils pratiques
- 2 heures d'accompagnement individuel

Contact:

Kay Watson

Coach International ACC

06 70 00 63 02

kay@ameliore-coaching.com

ameliore-coaching.com

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