

Leading and Working in Multi-Cultural Teams

How to decode human work habits across continents



Focus on: **The Manager** **The Specialist** **Spotlight Programme** **Hands-on Skills**



Course Overview

Navigate the invisible forces shaping global teams - master cultural fluency to bridge divides, align priorities, and lead projects that thrive across continents. Sub-Saharan African leaders will learn to manage diverse teams, an essential capability as regional economies integrate and attract international investment. Unlock proven strategies to decode communication styles, decision-making habits, and time perceptions in diverse work cultures. These leadership capabilities ensure delegates can drive regional cooperation while strengthening Africa's voice in global platforms. Transform cultural differences into organizational strengths and deliver results that resonate worldwide.

| Course Objectives | | This Course is Ideal For: | |
|-------------------|---|---------------------------|--|
| 1 | Learn the principles of creating and working with a culture map that includes the cultural work specifics of a team. | ✓ | Experienced management professionals working across cultures |
| 2 | Develop communication strategies to overcome misinterpretations, and non-verbal cues in multicultural teams. | ✓ | Mid- to High-level managers aiming to enhance their intercultural communication skills |
| 3 | Master conflict resolution techniques for addressing cultural clashes in decision-making, hierarchy, and accountability. | ✓ | Managers leading teams with members from all over the world |
| 4 | Apply real-world case studies to design culturally agile project plans that respect local practices while achieving global goals. | ✓ | Anyone looking to improve their professional skill set |
| 5 | Build inclusive leadership skills to motivate, delegate, and negotiate effectively across diverse time zones and work ethics. | | |

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Course Content

| Day | Theme | Coverage |
|-----|---|--|
| 1 | Introduction to the culture map methodology | <ul style="list-style-type: none"> • Methods to demystify intercultural conflicts • Real world case study: misunderstanding and perception • Group work: communication across cultures • Strategies for multicultural collaborations |
| 2 | Intercultural Leadership Challenges | <ul style="list-style-type: none"> • Evaluating performance and providing feedback • Group work: exchange your experiences • Low context vs high context communication cultures • Leadership through persuasion |
| 3 | Respect, Hierarchy and Power | <ul style="list-style-type: none"> • The concept of power distance • Group work: defining your very own leadership style • Egalitarian vs hierarchical cultures • Level hopping in management |
| 4 | Decision making and building trust | <ul style="list-style-type: none"> • Avoiding culture clashes when making decisions • Group work: analyse your own culture • Two types of trust and how they grow • The pitfalls of different communication mediums |
| 5 | Disagreeing productively and differences in time perception | <ul style="list-style-type: none"> • Solving conflicts while respecting cultural boundaries • Group work: agree to disagree respectfully • Scheduling and cross-cultural perceptions of time • Course Review and Summary |

| Course Assessment | Certification |
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| <p>Participants will be assessed on:</p> <ul style="list-style-type: none"> Participation in sessions Completion of exercises & case studies Performance in assessments | <p>Upon successful completion of the course, participants will receive a Certificate of Successful Completion, along with a Transcript of Marks showing the performance by grade in each element of assessment and overall.</p> |
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Course Instructor

This PhD-holding speaker and senior lecturer in a leading German university, has over two decades of hands-on expertise, transforming complex projects into success stories across global industries in the life sciences, tech and start-up sectors.

Her career spans senior leadership roles in famous-name organisations, where she spearheaded multimillion-euro developments, agile transformations, and high-stakes negotiations. She has led cross-

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functional teams of 65+ members, harmonized processes across continents, and mastered the art of turning groups of individuals from different cultures into teams.