



The success or failure of international projects relies upon the ability of all team members to cope with the varying attitudes and behaviors of different cultures, to bridge communication gaps and quickly resolve misunderstandings.

**Duration** 2 days

## Target audience

This workshop is a must for people who work in an international context. For example:

- Members of international project teams, either long-standing or newly formed
- New employees joining an international company
- Consultants, project managers or team leaders whose responsibilities are "going global"
- Employees who will be working abroad for a period of time

Of course, it is also perfect for anyone who simply wants to broaden his/her current skill set, in order to get the most out of working internationally.

## Workshop description

You've probably experienced all too often:

- Being confused by a foreign colleague saying "*That's an interesting point.*" when he means "*I disagree.*"
- Being bored by a one-hour detailed presentation, when you are eager to get to the point
- Being disappointed by a team-mate not delivering on time although you both agreed the action and due date.
- Being upset by a remote colleague never answering your emails
- Being surprised by a subordinate not saying he didn't understand the assignment you gave him
- Being puzzled because roles in the team are not clear.
- Being annoyed by a colleague questioning you on personal matters.
- Receiving a confusing email, when you would have found a phone call more appropriate
- Feeling like leaving a meeting where people speak all at the same time or take calls on their mobile phones
- Wondering how much you can trust your peers, subordinates or leaders.

By the end of the workshop, you will have experienced:

- The differences between your own culture and other cultures
- Viewing a situation from different perspectives
- Listening effectively
- Building trustful relationships
- Developing efficient attitudes to productively collaborating with others

You will also have related these activities to your daily job and will leave with a roadmap for moving forward.

The program intersperses practical and challenging activities with periods for reflection and review. It brings a different perspective to situations faced on a day-to-day basis and offers new solutions rarely introduced in traditional trainings.

**In this workshop you will learn how to recognize and effectively manage cultural differences within teams - turning current frustrations and even problem situations into positive contributions and results.**

## Workshop objectives

During the workshop, participants will develop competencies to:

- Build trustful relationships across borders, reporting lines, and responsibility structures
- Actively engage the benefits of cultural diversity
- Gain real commitments and improved work from colleagues and subordinates, including remote ones

They will also design their own personal action plan using tools learnt during the workshop and define their follow-up strategy.

*"Frederique is a very open-minded, out-of-the-box thinker who always keeps the big picture in mind. She also brings her experience & insights from years of top positions in international companies into her work and combines them with excellence in communication, conflict-management and creative thinking - concepts.*

*I can recommend Frederique to everybody and every company dealing with multi-cultural marketplaces and customers. The workshop with Frederique opened my awareness and new perspectives and provided just the right techniques and tools to make international teamwork easy and successful!"*

Ulla Mayfield Director Enterprise Negotiations at SAS Institute , May 20, 2009  
More on [www.fts-training-consulting.com](http://www.fts-training-consulting.com) "**what customer say**"



## Workshop content

### Day 1: Building trustful intercultural relationships

- Building trust : self awareness, self disclosure, giving feedback
- Communication: the communication process, verbal and non-verbal communication, challenges of cross-cultural communication, meta-communication
- Connecting with others: emotions, trust, and empathy
- Culture: What is culture, construction of our world, role of values and beliefs, emotions and thinking in our behaviour, viewing from two perspectives
- Cultural dimensions: space, time, context

### Day 2: Working efficiently together in an international context

- Cultural dimensions: power, predictability, self
- How cultural factors influence teamwork and communication styles
- Team: team vs. group, team development stages, team effectiveness, the role of an international leader
- Virtual teams: definition, challenges, appropriate technologies and communication tools, guidelines for efficient teamwork
- Personal action plan

***Register for this effective and enjoyable learning experience!***

### Information:

“Keys to successful international teamwork”  
Tel + 49 (0) 162 91 70 468  
contact@fts-training-consulting.com  
www.fts-training-consulting.com

This public workshop can be customized to your company's goals and facilitated at your site as a tailored workshop “**Working in an international team**”, involving all the members of the team.

### Facilitator:



Frédérique Thiriet-Smith has worked in international companies for over 25 years, successfully leading multicultural teams with various reporting structures: standard, virtual and distributed – and combinations of these. What drives her is a love of facilitating change, cooperation and communication while focusing on the human aspects. She is a French national who has lived in Germany since 1999.

Early in her professional life, as IT project manager, she realized that the key element for a successful project is the people involved — both the development team and the business users. So while making sure that projects complied with the business requirements, she poured her energy into mentoring team members, developing team spirit and stimulating communication with all departments involved, thereby ensuring business users' confidence in new ways of working. In the process, she developed a passion for people development and knowledge exchange on a worldwide scale. Several years ago, she was captivated by the Improvisation Theatre technique, which she now uses along with other playful activities as an inspiring and compelling tool for personal development, team building, creativity, leadership and communication skills development. She promotes the use of experiential learning techniques to develop and improve those competencies at international companies.