

Managing Across Cultures Learning Path

Discover



Develop

Deploy





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3d Learning Philosophy

We recognize that quality learning is most often the outcome of a well-designed process, not chance.

We have created a simple, but powerful, three-phase process for our Learning Path solutions that we call the 3ds: Discover-Develop-Deploy.

All phases of the process are important, but we place emphasis on Deploy. We are not in the business of providing learning for its own sake. The only desired outcome is change in the learner (mindsets, skills, knowledge, behaviours) leading to measurable performance improvement and business results.

Managing Across Cultures

Learning Path Benefits

The ability to manage and leverage cultural differences plays a significant role in achieving great performance. High productivity, successful collaborations and breakthrough innovation depend increasingly on culturally adaptable managers.

Benefits for participants

By completing the Managing Across Cultures Learning Path, participants will be able to:

- Modify systems and processes, where necessary, to enable effective cross-cultural collaboration
- Create the conditions to enable others to work positively across borders, time zones and cultures
- Help others understand how cultural orientations affect attitudes and actions
- Manage team members from different cultures to ensure they work together effectively
- Manage conflict and misunderstanding between team members that may arise from different cultural perspectives and communication styles
- Take cultural differences into account when monitoring, reviewing and appraising performance of others
- Coach others to manage challenging cross-cultural situations

Audience

The **Managing Across Cultures Learning Path** is aimed at those who are, or are soon to be, leaders and managers, who require the skills to navigate cross-cultural complexity in order to create team and organizational success.



Managing Across Cultures

Learning Path Overview



The Managing Across Cultures learning path can be tailored to your specific requirements.

Discover

Discover the essential skills

Pre-workshop learning consists of:

- a forum that provides participants with an opportunity to discuss key issues affecting them when managing across cultures.
- a comparison of their own cultural preferences with those of their colleagues and reports, using the TMA Worldprism™ profiling tool.
- a self-study module to help participants recognize the importance of cultural intelligence, to navigate around differences and to better manage interactions with their reports.

Develop

Develop your skills

Managing Across Cultures Workshop **Face-to-Face | Virtual | Asynchronous**

Experienced facilitators focus participants' attention on different working styles and values. Using the TMA Worldprism™ profiling tool and the RISK process, the participants generate strategies for increasing team performance through cross-cultural collaboration.

By means of thought provoking activities and facilitated discussion, participants acquire cross-cultural skills and develop action plans to improve their personal, team and organizational capabilities.

Workshop roadmap:

- Culture and the cross-cultural manager
 - ✓ TMA Worldprism™ profiling tool
- The cross-cultural RISK process
 - ✓ Recognizing cultural differences
 - ✓ Understanding the impact of cultural differences
 - ✓ Strategizing for best results
 - ✓ Applying self management know-how
- Action plan



Deploy

Deploy your skills

Learning is sustained post-workshop through continuous access to a range of practical tools and learning resources.

Top Tips:

- Managing cultural difference and its impact on attitudes and behaviour
- Bridging cultural differences
- Effectively managing a cross-cultural team
- Motivating a cross-cultural team
- Managing conflict and misunderstanding

Video Gym:

- Strategies for managing cultural differences
- Making the best use of cross-cultural team talent
- Treating others the way they want to be treated
- Managing conflict across cultures
- Indirect communication
- Virtual feedback

Job Aids:

- Self-assessment: culture and self-management
- Strategies for managing potentially conflicting work styles in a cross-cultural group
- The 'platinum rule' for treating others the way they want to be treated
- Value of difference

Faculty

With over **200 consultants**, TMA World offers global delivery capability blended with the flexibility and sensitivity to adapt training delivery to meet local needs and expectations.

Each year we deliver over **3,000 learning solutions** across **50 countries** in **14 languages**.



Learning Path Delivery and Integration

Options:

- to your LMS via AICC
- from your LMS via single sign-on
- via our Continuous Learning Platform



TMA World

We help people work more effectively in today's borderless workplace.

TMA World understands the challenges of managing change in a global and virtual world.

We know the skill sets your people need to make the most of the opportunities.

And we have the consultants, learning resources and the technology to develop your talent: across teams, across cultures, across the world.

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