

## **How can you quickly develop the skills necessary to lead your global team, manage your global project or prepare for expansion to the emerging markets, without leaving your desk?**

The Cultural Detective team presents a two-part series of Facilitated Online Learning Sessions that will provide you with the keys to a revolutionary toolset for developing your individual and organizational global competence and to ultimately succeed where “culture conflicts” caused failed ventures.

- Learn how to build trust in your global relationships
- Develop highly productive global teams
- Complete global projects on time and under budget
- Determine how to best enter and succeed in your targeted international market
- Know how to deliver superior client service, globally
- Get the most from your international assignees by equipping them with the skills necessary to excel in any culture

## **Cultural Detective Facilitated Online Learning Session Descriptions**

### **Session 1 – Working with the Cultural Detective<sup>®</sup> Method**

The first session provides a 2-hour interactive training event that will facilitate the use of the Cultural Detective (CD) Method, working with a real-world Critical Incident and the CD Worksheet. Participants will be guided through analysis and debrief of the Critical Incident and develop an understanding of how to replicate the process with their own real world cross-cultural incidents. Use of the CD Worksheet develops three key intercultural capacities: understanding self (subjective culture); understanding others (cultural literacy); and building bridges across the cultural gap. Using the Worksheet and CD process, participants will be able to better resolve conflict, transform interactions for productivity, and build both employee and customer satisfaction and retention. At the end of this first session participants will be introduced to the Cultural Detective Values Lens and will learn what the Values Lens should be used for during the developmental process as well how to avoid misusing the Values Lens.

#### **Key Takeaways:**

- Understand that common sense is cultural, so building our skills around cross-cultural communications is essential to developing productive working relationships.
- Learn how to use the CD Worksheet: a repeatable process for improving cross-cultural communication and for transforming conflict into productivity.
- Observe and describe situations while avoiding becoming entrapped in culturally biased and counterproductive judgments.
- Understand how behaviors are linked to values and beliefs.
- Develop cultural “bridges” for improving the outcome of cross-cultural interaction and for fully using the talents and contributions of all employees.
- Apply the CD Worksheet and Method to your own cross-cultural incidents, so that the organization becomes a learning organization on a continuous improvement journey.

## **Session 2 – Working with the Cultural Detective<sup>®</sup> Values Lenses**

The second session is another 2-hour interactive training session that will demonstrate the uses for and build an understanding of how to work with the Cultural Detective Values Lenses, to enable deeper cross-cultural understanding and more effective bridging. The session begins with an assessment of the group's cross-cultural skills as witnessed in their work with the CD Worksheet in session 1. Participants will thus summarize and grow their learning from the first facilitated online learning event. Next participants will use Values Lenses to supplement their analysis of the Critical Incident, seeing the added depth and breadth that using this tool can provide. The concept of a Personal Values Lens will also be introduced, and participants will get started creating their own, reflecting on what cultures in their background (professional training, ethnicity, nationality, age, gender, etc) play strong roles in forming who and how they are in the workplace. Participants will gain understanding of the value of comparing their Personal Lens to other CD Values Lenses, as well as for using Lenses to strategies for working more effectively in multicultural teams.

### **Key Takeaways:**

- Understand in a concrete, actionable manner their developmental areas for improvement in use of the CD Worksheet, and thus improving their abilities to bridge similarities and differences potential for more enhanced cross-cultural productivity.
- Develop ability to use the CD Values Lenses to enrich their understanding of the process of intercultural communication and collaboration.
- Better understand themselves as unique products of multiple cultural influences, so that in turn they see others both as unique individuals and as products of multiple cultural influences.
- Build facility with Values Lenses, so participants can better use them to strengthen teamwork and collaboration and adapt organizational methods and programs for cross-cultural effectiveness.
- Improve ability to transform cross-cultural conflict and tension into productive and transformative outcomes for the organization and the people involved.