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Cultures (Alexander Thomas); 1.3 The Self, The Other, the Intercultural (Alexander Thomas); 1.4 Cultural Dimensions (Gabriel Layes); 1.5 Foreign Language Competence in Intercultural Cooperation (Evelyne Glaser); 1.6 Intercultural Perception, Communication and Cooperation (Alexander Thomas); 1.7 Intercultural Identity Management (Gabriel Layes)
 1.8 Intercultural Learning and Acculturation (Gabriel Layes) 1.9 Applied Intercultural Competence (Barbara Hatzler/Gabriel Layes); 1.10 Ethical Guidelines for Intercultural Action (Gerhard Winter); 2 Diagnosis, Training, Evaluation, Coaching; 2.2 Intercultural Trainings (Eva-Ulrike Kinast); 2.3 Evaluation of Intercultural Trainings (Eva-Ulrike Kinast); 2.4 Intercultural Coaching (Eva-Ulrike Kinast); II. Areas of Application 1 Intercultural Competence and Cooperation in Organizations; 1.2 Intercultural Human Resource Development in International Organizations (Eva-Ulrike Kinast/Alexander Thomas)
 1.3 Intercultural Marketing (Georg Felser) 2 Central Areas of Management from an Intercultural Perspective . . .; 2.2 Intercultural Negotiation (Stefan Kammhuber); 2.3 Intercultural Conflict Management and Mediation (Stefan Kammhuber); 2.4 Intercultural Project Management (Ulrich Zeuschel); 2.5 Intercultural Leadership and Management (Siegfried Stumpf); 2.6 Intercultural Teams (Siegfried Stumpf); 2.7 Managing Intercultural Aspects of Mergers and Acquisitions (Alexander Thomas/Detmar Grosse-Leege); 2.8 Global Corporate Communication (Alexander Thomas)
 2.9 The International Assignment: Expatriates and their Families (Alexander Thomas/Sylvia Schroll-Machl) 2.10 Women in International Management (Iris C. Fischlmayr/Sylvia Schroll-Machl); 3 A Strategic Overall Concept for Introducing Interculturality in Corporations (Eva-Ulrike Kinast/Sylvia Schroll-Machl); Author Index; Subject Index; About the Authors; Back Cover

Sommario/riassunto

The ability to communicate with people from diverse cultural backgrounds is becoming increasingly important. Many employers consider intercultural competence to be a key criterion for selecting qualified candidates. The authors discuss practical approaches for designing and conducting intercultural trainings, methodology, and evaluation procedures based on current research. They explore the intercultural factor within corporations particularly as it relates to human resource development, negotiating, dealing with conflict, and project management. Thoughts on developing an overall strategy for interculturality round off this handbook.
