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Titolo	Cross cultural competence : a field guide for developing global leaders and managers // by Simon L. Dolan, Kristine Marin Kawamura
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Descrizione fisica	1 online resource (365 p.)
Disciplina	658.3
Soggetti	Personnel management Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and indexes.
Nota di contenuto	Front Cover; Cross Cultural Competence; Copyright Page; Contents; About the Authors; Preface: Why a Field Guide and Training Manual?; 1 Introduction to Cross Cultural Competence; The Increasing Demand for Cross Cultural Competence; The Solution: Cross Cultural Competence; The Knowledge Base; A Building-Block Approach; The Journey Ahead; Let's Begin; 2 Preparing for the Cross Cultural Competence Journey; Introduction; Setting the Mood; Invoking Cultural Awareness; Creating the Learning Environment; Building Trust; Suggestions for Facilitating; Suggested Program-Level Learning Objectives Knowing Thyself: Cultivating Cultural AwarenessDistribute: Cross Cultural Competence Self-Inventory (20 minutes); Distribute: Goal Sheet and Actions Plans (10 minutes); Conclusion; 3 Laying the Foundation for Developing Cross Cultural Competence; Introduction; Overview of the Program and Introductions; Setting the Mood with Music; Session: Workshop Kickoff (60-90 minutes, Depending on Number of Participants); Welcome the Participants; Drivers, Risks, and Benefits of Cultural Difference in Organizations; The Cultural Continuum and the Cross Cultural Competence Journey; Agenda and Schedule Program Learning ObjectivesParticipant Introductions; Icebreakers: Video Experience and Music Reflection (40-60 minutes); Diversity in the Organization; Diversity and Prejudice; Our Cross Cultural Competence

Model; Cultural Awareness; Cross Cultural Skills; Cultural Values;
Cultural Practices; Gaining Commitment; Facilitating Self-inventory and
Goal Setting (30 minutes); Conclusion; 4 Why Organizations Need and
Should Value Cross Cultural Competence; Introduction; Culture Clash;
Why We Need Cultural Competence; The Business Case for Cross
Cultural Competence
Specific Benefits of Cross Cultural CompetenceConclusion; 5
Developing Cultural Awareness; Introduction; What Is Culture?;
Definition of Culture; Proverbs: The Eternity of Cultural Awareness;
Culture Shock; The Cultural Genogram; Conclusion; 6 Enhancing Cross
Cultural Skills and Understanding; Introduction; Opening Exercise;
Experiencing Cultural Similarities; Experiencing Cultural Differences.;
Hofstede's Dimensions of National Culture.; Developing Proficient Cross
Cultural Communication; The Language of Context; The Language of
Time; The Language of Space; The Language of Things
The Language of AgreementsThe Language of Friendship; Principles of
Effective Communication across Cultures; A Close Encounter of the
Cultural Kind; Developing Cross Cultural Decision-Making Skills;
Developing Additional Cross Cultural Skills and Habits; Flexibility;
Acceptance of Ambiguity; Openness; Acceptance of Differences;
Cultural Self-Confidence; Security in One's Own Culture; Humility;
Suspension of Judgment; Desire to Learn from Others; Interest in
People; Empathy; Care; Communication Skills; A Spirit of Adventure;
Curiosity; Creativity; Emotional Intelligence
Cultural Intelligence
