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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.)
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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
