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Autore	Dolan Simon L (Simon Landau), <1947->
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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

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#### Sommario/riassunto

'Cross Cultural Competence' serves as a comprehensive, practical, and workshop-based program that allows facilitators and organizational change agents to help organizations and people develop cross cultural skills and global competence. The book is grounded in the most rigorous and relevant theories, research, and learning methods and makes them easily accessible and fun to apply. Rich with exercises, case studies, survey instruments, and tools, it is based on the authors' extensive experience in delivering cross cultural training, coaching, and consulting in multiple languages to numerous organizations across the globe.

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