



Company Guide

Cultures at work

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Learn to see things differently

Managing Worldwide Teams is a leading provider of cross-cultural training, coaching, team building and consulting services. Our mission is to help individuals and teams gain in adaptability and effectiveness in the international arena.



With more than **250 cross-cultural experts** based in **57 countries** around the world, you can count on us to:

- Build high performance international teams
- Prepare expatriates for the challenges of international assignments
- Create skills development programmes in line with your organization's talent development strategy
- Provide onboarding coaching services to senior executives
- Manage organizational change relating to mergers and acquisitions, outsourcing and corporate culture evolution

Our consultants all combine significant business experience with strong interpersonal and problem-solving skills.

We focus on **People Potential** and helping teams to achieve **optimal performance** quickly.

Training

Our experienced trainers provide top quality training to develop the skills and knowledge individuals and teams need to enhance their performance in an international context. The training approach we take is highly interactive, combining video, case studies, mini-workshops and experiential activities.

As an alternative to our fully bespoke training programmes, the courses in our portfolio can be tailored to suit the requirements of your organization.

These cover 3 broad areas:

- **Country- and region-specific**
- **Cross-cultural management and leadership**
- **International effectiveness**

Country- and region-specific

Expatriate training

Our **Living and Working in** series ensure international assignees and their families have the practical tools, skills and knowledge they need to integrate quickly and effectively in the host country. Attendees learn to interpret social and business norms through the lenses of key cultural dimensions and to identify strategies for bridging cultural gaps.

Each programme begins with a detailed needs analysis to determine the best choice of consultant(s) and to customise the content in line with the personal and professional contexts of the participants.

Working with Country or Region X

Our **Working with Country or Region X** series cover the cultural insights and skills necessary to communicate and collaborate with colleagues and business partners in a given country or region.

Prior to each course, participants complete a questionnaire to identify their key areas of interest and situations to focus on in role play and groupwork.

Training (continued)

Cross-cultural management and leadership

Leading an international team is different to leading a local team. Communication styles, approaches to time management, decision-making and risk-taking vary significantly depending on cultural norms, values and beliefs. The ability to manage and lead teams across culture, language, geographical barriers and time differences has become a core skill.

Prior to each session, participants in our cross-cultural management and leadership programmes are asked to complete a questionnaire to identify the key countries and themes that are of interest to them. This allows us to tailor the course to their specific needs.

Popular cross-cultural management and leadership programmes include:

- Managing virtual teams
- Leading multicultural and virtual teams
- Integration leadership
- Leading through change
- Developing a global mindset

International effectiveness

Individuals and teams who regularly work with multiple countries will gain in confidence and productivity by attending one of our international effectiveness programmes.

All of our training programmes are customised. Prior to each course, participants are asked to complete a questionnaire or to exchange with us by phone. We then use that information to tailor the content around the countries and real-life situations that were highlighted.

The training approach is highly interactive, combining video, case studies, mini-workshops and experiential activities. Examples of themes we can cover in international effectiveness courses are:

Cross-cultural communication

- Communicating across cultures
- Impact and influence in an international setting

Working internationally

- Succeeding in a global team
- Doing business across borders

International sales and negotiations

- Selling to international clients
- International negotiations:
Getting to yes across cultures

Cross-cultural facilitation

- Training across cultures
- Facilitating international meetings

Coaching

We offer coaching programmes across the areas of leadership, organizational transformation, team performance and business skills development. Our coaches are all experienced executive and business coaches in addition to being experts in cross-cultural management. This section includes:

- Executive coaching
- Skills coaching
- Team coaching
- Expatriate coaching

Executive coaching

Executive coaching programmes are aimed at executives and high potential managers during critical career transitions or when leading organizational change. Executive coaching programmes include:

Leadership development for enhanced executive presence and leadership branding, influencing and relationship intelligence.

Women in leadership coaching to help women overcome the specific challenges they meet in the boardroom and narrow the gender gap in their playing field.

Leading change by engaging people's heads and hearts.

Global leadership coaching for leaders seeking to transform cultural differences into tangible organizational assets.

First 100 Days for senior and middle managers to facilitate their transition to a new corporate culture.

Leading corporate culture transformation for Executive Committees.

Session formats

- Frequency : Typically once every two weeks
- Length: 1.5 to 2 hours per session
- Flexibility : Sessions can be a mix of face-to-face, telephone and Skype.

Free Discovery Session

We believe that the coach-coachee relationship is an essential condition to the success of any coaching project and systematically offer a free discovery session with one or two coaches. These discovery sessions give the coachee an opportunity to get a sense of whether the chemistry is right to establish the required level of trust, and to learn about the coach's approach and choice of tools before having to make a firm commitment.

Coaching (continued)

Skills coaching

Our one-on-one skills coaching programmes suit individuals seeking to develop new skills or sharpen their existing skillset.

Popular skills coaching programmes include :

Performance coaching to develop new skills or bridge performance gaps (people or time management, communication, decision-making).

Blended management development mixing traditional coaching sessions with on-the-job guidance. With this approach, the coachee gets real-time feedback as she interacts with colleagues, analyses data from multiple channels and makes key decisions.

Impact and influence in an international setting or matrix organization.

High-impact presentation skills in English or another language.

Creativity coaching to develop out-of-the box thinking and foster innovation.

Career development programmes including succession planning, inplacement and outplacement.

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- Flexibility : Sessions can be a mix of face-to-face, telephone and Skype.

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Coaching (continued)

Team coaching

Team coaching is valuable for teams that are forming as well as established teams. It helps new teams create a common vision and negotiate how they will work together. Established teams find coaching highly beneficial when they want to achieve performance excellence or at the onset of a new project. Coaching becomes crucial when teams need to break out of silos or have generally become dysfunctional.

Our coaches are licensed to administer a wide range of diagnostic and assessment tools which highlight team dynamics and support team learning. Our team coaching offering covers:

High performance teams coaching to create a strong team identity and raise productivity levels.

New virtual team programmes to define a shared sense of purpose, values and work practices, and create the right environment for the team to reach its full potential.

Joint excellence coaching programmes for enhanced collaboration in international teams.

Alignment coaching for teams that need to improve their processes and ways of working by aligning their behaviours, actions and outcomes on their team values and vision.

Blended team coaching where the coach is on the ground with the coachees, observing how they communicate, function as a team, manage their meetings and implement processes designed in earlier “thinking” sessions. Action-oriented, this type of coaching is a fast-track approach for teams to identify and overcome obstacles to their achieving full potential.

Creativity and innovation coaching to develop out-of-the box thinking and foster innovation within the team.

Conflict coaching and mediation to resolve tension between team members and rebuild a team spirit.

Session formats

- Frequency : Typically once every two weeks
- Length: 1.5 to 2 hours per session
- Flexibility : Sessions can be a mix of face-to-face, conference calls or videoconferencing.

Free Discovery Session

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Coaching (continued)

Expatriate coaching

Coaching is a powerful support tool for people facing change and complexity. Expatriate coaching programmes help international assignees and their spouses to adapt more quickly to the realities of their new personal and professional lives.

Coaching topics

Coaching programmes for international assignees typically focus on managing and leading a team in the host country. Coaching for spouses covers adapting to life in the new country and/or making a career change.

Coaching tools

Our coaches are licensed to administer a wide range of diagnostic tools such as The Intercultural Profiler and Insights Discovery. We have also developed a number of proprietary tools to identify intercultural skills that need to be strengthened.

Session formats

- Frequency : Typically once every two weeks
- Length: 1.5 to 2 hours per session
- Flexibility : Sessions can be a mix of face-to-face, telephone and Skype.

Free Discovery Session

We believe that the coach-coachee relationship is an essential condition to the success of any coaching project and systematically offer a free discovery session with one or two coaches. These discovery sessions give the coachee an opportunity to get a sense of whether the chemistry is right to establish the required level of trust, and to learn about the coach's approach and choice of tools before having to make a firm commitment.

Consulting

We provide strategic consulting services to senior management and HR teams on topics ranging from cultural due diligence in M&As to corporate culture transformation and global talent development. We regularly work with sales teams as they develop a strategy for expanding into new international markets.

Mergers and acquisitions

Our cultural due diligence services provide actionable insights into the level of integration that can reasonably be achieved in the first couple of years, the additional investment that will be necessary right after a merger as well as a comprehensive checklist of the items to be addressed in the post M&A integration phase. HR teams stand to gain invaluable forewarning of where resistance to the culture of the acquiring company or the dominant partner is likely to be strongest, enabling them to tailor their communication and training strategies accordingly.

Expanding into new markets

Sales, marketing and negotiating strategies that have proven successful in, say, Northern Europe, may be doomed to failure in the Middle East or Japan.

A few hours spent with one of our experienced consultants can prevent costly mistakes when preparing to negotiate with government agencies or building a partnership with a local player.

Corporate culture and change management

To attract and retain international talent, the corporate culture of an organization may need to undergo profound change. A corporate value that sends a positive message to candidates and employees in one country may not be understood or appreciated in another.

We work hand in hand with executive committees and HR teams as they decide what the new corporate culture should look like and review their recruiting strategies.

Multicultural team building

The most effective and least effective teams are multicultural teams, with teams of one nationality only scoring somewhere in the middle. The key to success is not cultural diversity but rather how to make the most of it.

Participants in multicultural team building workshops get to explore how cultural differences and synergies impact team performance. Multicultural team building provides an opportunity for team members to learn about their colleagues' culture in a positive environment.

Workshops typically run over 2 days. On Day 1, the focus is on building trust, overcoming language barriers, sharing goals and information on one's own culture. Break out sessions on Day 2 produce deliverables such as effective communication practices or a team charter for a team working remotely.

Our team building workshops can be tailored to meet the needs of small or large teams.

Learning bites

Learning bites are short, interactive and fast-moving sessions for people who don't have time to attend a full training programme. Sales associates find them particularly suited to their work schedules. Learning Bites can be alternated with coaching sessions for managers and teams who are leading change.

Executive briefings

Executive Briefings provide senior management with the essential information they require to immediately grasp the scope of a cross-cultural situation. Sample topics include:

- Understanding and managing customer relations in India
- Working with distributors in the Middle East
- Communicating and negotiating with the Chinese
- Cultural due diligence prior to a merger or acquisition
- Easing tensions in a subsidiary or a joint venture

Workshops

Our workshops are practical sessions yielding immediate results and/or deliverables:

- Mapping cultural differences prior to a takeover
- Designing a cross-cultural knowledge management programme
- Building a remote team charter
- Adapting sales collateral for an Indonesian audience

Culture conferences

Culture Conferences are designed to develop cultural awareness among large numbers of company employees by introducing them to the mindset, business practices and communication styles of international colleagues, business partners and customers.

In addition to providing a fast way to increase levels of cultural sensitivity throughout an organization, Culture Conferences help to promote a positive attitude in the workforce by reducing stress factors.

Global coverage

We offer expatriate training and “**Doing business in...**” programmes for more than 80 countries and regions.



Our clients

- Acergy
- Air Liquide
- AMF
- Assor
- Ateac
- Aviva
- Axa
- BioMérieux
- Bio-Rad
- BMC Software
- Business Intelligence Advisors
- Christian Dior
- Comptage Immobilier Services
- Condé Nast
- DCNS
- Energy Pool
- Enterprise Ireland
- FPH
- Honda
- IBM
- IDA Ireland
- Integrated Biobank of Luxembourg
- Kerneos Aluminate
- La Poste & La Banque Postale
- LVMH
- Nidec
- NTN-SNR Bearings
- Pfizer
- Plastic Omnium
- PSA Peugeot Citroen
- Saint-Gobain
- Sephora
- Shiseido
- Société Générale
- SPLIMS LabVantage Group
- Umicore
- Valeo
- Veolia

Contact us

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