

Achieving Personal Success with International Teams

Diversity, Behavioural Profiling, Communication, Mindfulness, NLP, Etiquette, Virtual Team Building, International Characteristics

Smart Coaching & Training and Focus is offering this five day public course delivered by Focus' and SCT's experienced trainers in Morocco.



Morocco

With increasing globalisation, diverse teams becoming more common at all levels of the organisation. Diversity can be based on various characteristics such as gender, age, nationality, ethnic and/ or cultural group, or on indicators of cognitive diversity such as international experience, education, industry and work experience that can all lead to different perspectives. Managing teams without face to face contact, whether virtual or global requires extra attention

Contracts are lost by failure to understand culture and inappropriate behaviour in other countries. With the increase in mindfulness, knowing about etiquette in host countries and the general international British style is essential.

But each person is an individual and regardless of background has preferences for how he/she likes to receive communication and give communication with others. Difference in preferences can lead to extensive communication problems, too much similarity can give unbalanced results.

Research shows that diversity results in better performance on complex decisions and problems, just the type of challenges that face global firms. Diverse teams can also experience their differences as barriers to communication, so that reaching a common understanding or outcome takes more time and effort, and raises the transaction costs of teamwork.

In this course you will discover techniques to improve your awareness and overcome challenges in dealing with other cultures and groups. This course provides all employees with the understanding of the benefits, but also the challenges, of working in global and diverse teams and with individuals with the added complexity of virtual teams; it is essential learning for all employees.

What you will learn

- ✓ Manage challenges of working and managing with global and virtual teams
- ✓ Exploit the opportunities from diversity of culture, race and ethnicity
- ✓ Communicate within international teams, manage stakeholders, use Belbin
- ✓ Be Mindful, use Neuro Linguistic Programming, Emotional Intelligence to improve your life and career
- ✓ Know yourself, your preferences and behavioural instincts, and how to capitalise
- ✓ Build rapport and relationships using Communication Preferences from C-Me colour profiling
- ✓ Behave with appropriate etiquette in introductions, meetings, restaurants, social occasions
- ✓ Communicate using British or American English and avoid embarrassment and misunderstanding
- ✓ Research characteristics using Hofstede Model to understand characteristic behaviour of individual and races.
- ✓ Write clearly multi-cultural and cross-cultural E-mail, social and other communication media
- ✓ Develop your personal face to face communication styles according to the recipient and circumstances.



- ✓ Each delegate will receive report on Behaviours

Smart Coaching & Training Ltd

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Based in UK, Spain and Middle East, SCT unleashes your potential for smarter results. Biographies of all our trainers their experience, locations and languages and so much more can be found on the website:
www.smartcoachingtraining.com.



Your Trainers



Randa Shanableh is a bilingual IT and Soft Skills trainer and coach, a founder of Focus Training.

David Rigby has over 30 years' experience of management consulting, training and coaching.

Martin Kubler knows how to lead and to manage teams. Martin knows people and how to communicate with them, but he also knows how to make organisations work and extract the best profits.

My compliments to the trainer for his ability to deal with the challenges of a multi-cultural class. Ammroc Abu Dhabi

I am very lucky to have met such a brilliant woman, Randa was one of the most efficient and capable trainer and coach to handle such projects. Jordan

Martin is a great facilitator as he pours big knowledge smoothly with a "Martin's" sarcastic twist so you never forget the bits and pieces afterwards Talent Management Agency in MENA

David is a very effective educator, coach and speaker. His delivery is very engaging, and he presents in a way that everyone could understand. Abu Dhabi University

My staff qualities have been finely polished at the hands of Ms Randa Shanableh, a great craftswoman, dedicated coach, passionate, evolutionist and creative. London

Martin knows how to deliver his knowledge to a diverse audience Dubai

it's great to feel your energy and to know the myriad talents you use to develop people. Inspiring!! Coach Barcelona

David ran International Certification in Advanced Leadership Skills leveraging a unique interpersonal style that made fun learning. Braincraft Ghana

You can learn from him just by listening to him speaking. Rolaco Jeddah KSA

It was very enlightening to understand myself more as a professional and understand my team better to support and enhance their skills. Al Tayer Dubai