

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.



KHDA/Actvet Certified

Using Mindful Etiquette to achieve success with Global and International Teams

Global and International Teams require skills to successfully manage them

Smart Coaching & Training is offering this three day public course delivered by SCT's experienced trainers. Can be delivered in person or remotely.



Intercultural Americans and Brits with Italian Pizza with Pineapple in Spain – by David Rigby

Dealing with other races, ethnicities, ages, sexes and sexualities can be a minefield if you haven't thought about it. Hofstede studied 165 countries for several criteria. 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.

Diversity can be an opportunity or a threat, it makes for better results but can take longer to achieve them. Managing teams without face to face contact, whether virtual or global requires extra attention. In this course you will discover techniques to improve your awareness and overcome challenges in dealing with other cultures and, including different types of people.

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

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.

This introductory course provides all employees with the understanding of the benefits, but also the challenges, of working in global and diverse teams with the added complexity of virtual teams; it is essential learning for all employees.

What you will learn

- ✓ Be able to define the different types of diversity and culture and explore the different types of stereotypes that cause cross-cultural misunderstanding
- ✓ To be observant and mindful in dealing with others
- ✓ Develop an understanding of how diversity impacts the workplace and how communication can be adapted to be used in the cross cultural and global settings
- ✓ Know how to behave in multicultural situations
- ✓ Understand models of etiquette and learn how to use them in different cultural models
- ✓ National Characteristics vs International Organisations vs Individualism
- ✓ Understanding of the cultural dimensions as used by Hofstede and how they differ for the various cultures working with your group



- ✓ Each delegate will receive report on Communication

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Your Trainers



Eric Moore is a coach, an NLP trainer, Master Hypnotherapist, Nutritionist, practitioner of TFT with experience in meditation and world healing practices, Meta-Physics, body and energy work, anatomical trains and Biomechanics.

David Rigby has over 30 years' experience of management consulting, training and coaching. He is a founding director of Smart Coaching & Training. Experience in 20 countries including most Middle East and with PwC. Expert in Profiles & ICQGlobal

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

The trainer is a very effective educator, coach and speaker and presents in a way that everyone could understand. Abu Dhabi University

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

Eric Moore is an outstanding trainer. He has fantastic communication skills, mixed with a high level of specialist knowledge and a witty sense of humour. He quickly builds rapport with all participants and can hold audience attention through the use of brilliant public speaking skills

Eric WANTS you to flourish, and develop the best version of yourself, for yourself. UK Sheffield Probation

This course was truly life-changing. I would recommend working with Eric to all. UK Social CareYou had the best delegate engagement of all the presenters. ADNOC Abu Dhabi at Kuwait Change Management Conference

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

Delivery was fantastic/ delivery was exceptional. Leoron Delegates Dubai

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