



## OVERVIEW

This highly interactive and engaging program is designed for diverse, multinational leaders who come together to both explore and value their differences while embracing what they share. Managers will leave renewed and refreshed to work more effectively and lead in diverse multinational organizations.

## The Opportunity

The Americas are benefitting from the macro trends of increased globalization and re-shoring of manufacturing from Asia. International companies are strategically setting up operations in Mexico to leverage its proximity to the US and its highly skilled, affordable workforce.

In order to achieve desired results, it will be essential for companies to address the cultural challenges inherent in this strategy. This strategy will spark the need for specialized cross-cultural training, both for the expatriated managers working in Mexico and Mexican middle managers who work with foreign supervisors.

## PROGRAM FLOW: KEY CONTENT AREAS

### About Culture

- Opening activity: In and Out
- Sources of individual differences
- Culture defined
- Assessment: Fundamental Work Dilemmas
- Stereotypes versus Real differences

### Neuroscience of Relationship Building

- Emotional beings who think
- Activity: Emotional Poker
- Implications for communication and culture

### Building Trust Across Cultures

- Trust model
- Reverence: Respect and awe of others
- Application to targeted cultures

### Communication

- Activity: Go Figure
- Low and high context cultures
- The Ladder of Inference: Cultural implications
- Advocating
- Verbal, visual, vocal
- Listening
- Activity: Listen and Encourage

### Putting It Together

- Application