

Successful Global Training

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Challenges for Global Trainer

- Understand social, political and cultural contexts
- Adjusting to management styles and learning styles
- Over-reliance on own models, concepts and materials
- Lack of commitment and resilience



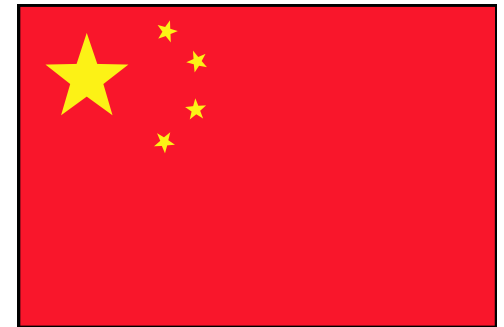
Cultural Challenges

- Culture determines values, assumptions and behavior
- How one learns and leads; and how one wishes to be taught and led
- Determines group dynamics
- Communications



Context

- Is the United States a high context or low context culture?
- China
- Germany?



Negotiations

- How many times do negotiators from the following countries say “no” in a typical 30-minute bargaining session?
- Japanese
- Americans
- Brazilians



Conversation Distance

- What is the typical conversational distance in the U.S.?
 - In Saudi Arabia?
 - In Malaysia
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- A. 0-18 inches
 - B. 18 – 3 feet
 - C. More than 3 feet



Individualism

- According to crosscultural research, American rank number ____ in the world in terms of being individualistic?
- Who would be # 2?



Crosscultural Skills



- What is the most important crosscultural skill in terms of working with people from different cultures?
- A. Speak local language
- B. Aware of own culture
- C. Nonjudgmental

Eye Contact

- Eye contact shows interest and honesty in all cultures.
- True or False



Communications

- Direct versus indirect
- Instrumental versus expressive
- Formal versus informal

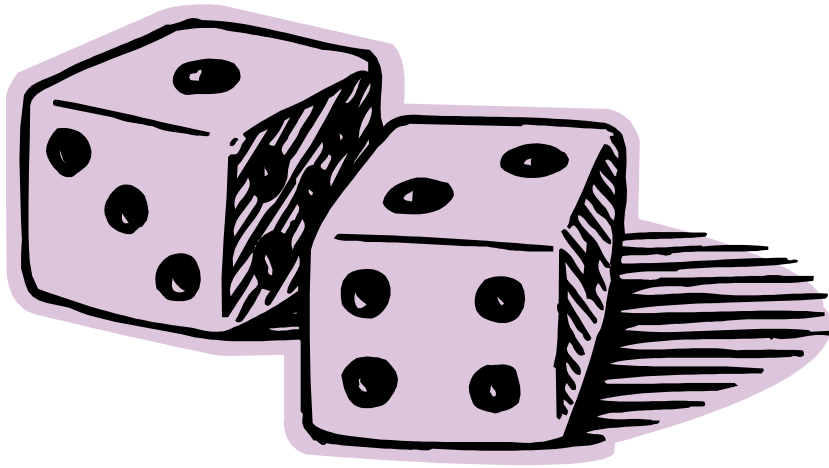


Thinking and Learning

- Do people in most cultures think and learn deductively or inductively?



Eye Contact



- Which of the following cultures believe in internal control of events?
- In fate/external control?
- Mexican
- Indian
- Egyptian
- American
- In English, I say, “I dropped the pen.” How would you say this in Spanish?

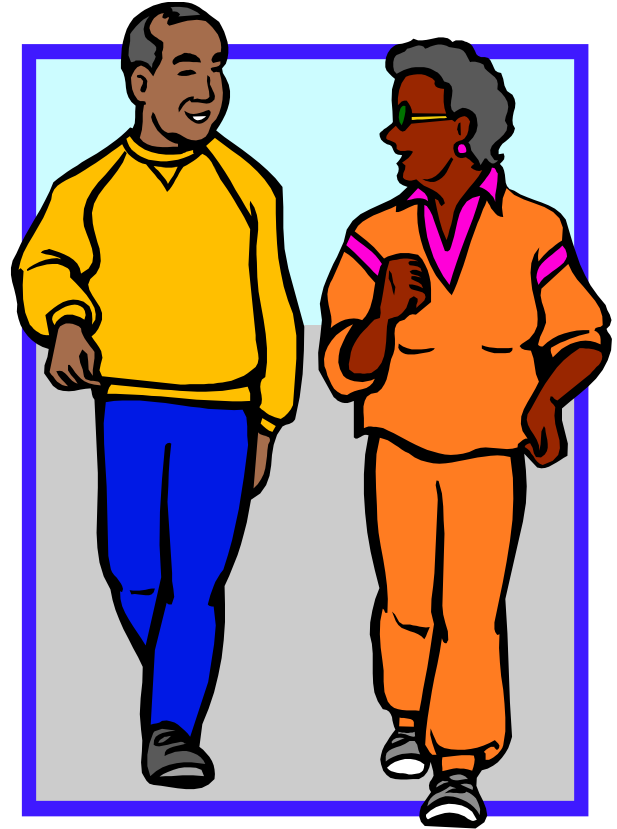
Hierarchy



- How many words for “you” exist in the Vietnamese language?

Conversation

- How often would Columbians interrupt each other while talking?
- Americans?
- Koreans?



Competencies of a Successful Global Trainer

1. Knowledge of one's own culture
2. Knowledge of other's culture
3. Global perspective and mindset
4. Respect for the values and practices of other cultures
5. Cultural flexibility, adjustment and resiliency
6. Ability to acculturate learning programs and events
7. Communication skills
8. Cultural empathy
9. Patience and a sense of humor
10. Commitment to continuous learning