

26. Leading across Cultures

Overview

Globalization is a reality. Once, only explorers and world travelers needed to be culturally knowledgeable, but now most of us work with people from different cultural backgrounds. Our variations in attitudes, beliefs, and communication styles present daily challenges for business leaders charged with managing across cultures. Managing diversity is now a necessary skill.

In this course, you'll learn about leading diversity. You'll explore the dynamic nature of cultural intelligence (CQ) and how to grow it and use it to bridge cultural differences. You'll also discover techniques for motivating, influencing, and managing across cultures, and adapting your own leadership style. Finally, you'll learn about managing conflict across cultures by identifying and navigating cultural barriers and minefields.

Learning Objectives

- recognize the characteristics of leaders who are culturally competent
- differentiate among the three components of cultural intelligence
- recognize guidelines for bridging cultural differences in order to achieve common goals
- identify the types of information culturally intelligent leaders should gather about the culture of the people they're trying to motivate and influence
- recognize how different leadership styles are perceived by different cultural audiences in order to determine how you might adapt your leadership style
- recognize barriers that can create conflict on cross cultural teams