

PRBB Intervals Course Proposal

1. **Workshop Title:** Cross-cultural working: Understanding difference and maximizing diversity in science
2. **Proposed dates**
March 19th and 20th , 2024 (9.30-13.30 hours)
3. **Course Language**
English
4. **Course Leader and very summary of relevant qualifications and experience**
Alicia Marín Muniesa: More than 18 years of international business experience. Professional coach, team coach, trainer, and facilitator. Associate professor at IE Business School (Madrid) since 2011 for the subject *Cultural Intelligence*.
5. **General description of the course (relevance and context for the PRBB)**
If we define culture as “A shared pattern of preferred values, beliefs, attitudes, assumptions, and behaviours that define the way of life of a group”, we can infer that culture has, indeed, a certain national component. And there are other aspects contributing to cultural complexity, such as, generations, educational backgrounds, gender, overseas experience... Although in a global world, many people are becoming more and more “cultural hybrids”, misunderstandings and conflicts still appear when working across cultures.

This workshop will develop the awareness, skills, and personal attitudes of participants for thriving in a cross-cultural working environment.
6. **Course aim:**
To help participants understand their own communication style, how it impacts on others and how their cultural preferences can influence communicative effectiveness.
7. **Learning objectives**
To:
 - Increase self-awareness of communicative style and cultural preferences.
 - Recognize the key factors that contribute to Cultural Intelligence.
 - Analyse the impact of cultural differences on work relationships and performance.
 - Identify appropriate practices for managing cross-cultural communication challenges at the workplace.

8. Training methods

- Interactive training
- Reconciling the necessary amount of theory with individual questionnaires, group exercises, role playing and analysis of cases.
- Participants will define their *Individual Action Plan* by the end of the workshop.

9. Target group in PRBB

All PRBB staff who work in international collaborative teams.

10. Number of participants (maximum)

15

11. Total course hours

8 hours of direct training with the facilitator. Previous self-study not required, just a brief reflection on personal experience when dealing with other cultures at work.

12. Distribution of course

2 sessions of 4 hours each

13. Course programme

- **Brief introduction to communication:**
 - Levels / Types / Obstacles
 - Getting to know your own communication style.
- **Culture defined:**
 - Some common mistakes across cultures that can affect performance negatively.
 - A framework for understanding culture,
 - Dimensions of culture and how our preferences have an impact on how we see the world.
 - How can other perspectives complement ours.
 - Case studies to understand and appreciate diverse perspectives.

- **Establishing a team alliance:** A crucial tool to prevent conflict across cultures.
 - How to ensure that we “work well” and “feel well” when working with people from other cultures.
- **What to do when conflict has appeared already?**
 - Applying the **win-win negotiation** model
- **Individual Action Plan**

15. *Pre-course preparation (what preparation should participants do before the course – reading, online study, prepare ideas etc?)*

Participants will be requested to think about cross-cultural misunderstandings/problems they have experienced in their working environment and to email ONE of those real cross-cultural challenges to the facilitator also before the 1st session.

16. *Material participants need to bring (laptops, etc...)*

None required.

17. *Relevant background reading/ audio-visual/websites or other materials*

Will be referred to during the workshop.