



# Leading in a Multicultural Environment

This online course is designed to develop a deeper understanding of the issues related to managing across cultures. Over the course of the five weeks, you will explore the ways in which culture can be analyzed using proposed frameworks, examine how culture influences organizations, and evaluate effective strategies for managing cultural differences and diversity.

You will learn how to “read” culture, looking beyond behaviors and practices, espousing beliefs and values, uncovering underlying assumptions that make up our “worldview”.

## 8 HOURS A WEEK

### Week 1

#### *Why culture matters*

- *What is culture*
- *Spheres of culture*
- *Exploring culture*
- *Patterns of culture*

### Week 2

#### *How culture impacts management practice*

- *Culture and strategy*
- *Culture and structure*
- *Culture and human resource management*

### Week 3

#### *Cross cultural competences*

- *Cross cultural competences*
- *Competences of a global leader*
- *Factors that lead to a successful cultural adjustment*

#### *Cultural intelligence (CQ)*

- *Developing CQ*
- *CQ and emotional intelligence*

### Week 4

#### *Multicultural teams*

- *Team properties and effectiveness*
- *Common challenges in multicultural teams*
- *Leading multicultural teams*

### Week 5

- *Final assessment*

## 5 weeks

Online course



**63**  
LECTURE  
VIDEOS



**24**  
EXECUTIVE  
INTERVIEWS



**4**  
INTERACTIVE  
EXERCISES



**10**  
READINGS  
& CASE STUDIES

# Course Details



## **Week 1**

During the first week, you will discover the spheres of culture and how they are linked to human nature and personality. You will also explore the different levels of culture such as artifacts and behaviors, beliefs and values, and basic assumptions.

## **Week 2**

During the second week, you will learn how culture impacts management practices including strategy, structure and human resources. You will discover that cultural comprehension can definitely help you to reach a higher level of success in the modern world.

## **Week 3**

In the third week, you will learn what cultural intelligence (CQ) is and what the cross-cultural competences are. You will be asked to complete a survey to evaluate your level of CQ and you will learn how to interpret the results.

## **Week 4**

In the fourth week, you will discover the main team properties and how they influence team effectiveness. You will also learn the main challenges that you might face in managing multicultural teams and, more importantly, how they should be anticipated and addressed.