

# Managing Multicultural Human Resources

## Target audience

This training session is firstly dedicated to:

- International Human Resources Directors
- International Human Resources Managers
- International Mobility Managers
- International Recruitment Managers
- All international managers in their HR activities

## Prerequisite

No prerequisite

## Objectives

- Decode and understand one's own cultural baggage and its impact on their communication style
- Analyse impacts of the culture on one's international business relationships, with operational managers, associates, candidates, and colleagues
- Identify cross-cultural misunderstandings and learn how to elaborate appropriate solutions
- Discuss with other HR managers on the key practices of intercultural skills to develop depending on each context

## Added value

- Create your Cultural Profile
- Access to 70 Country Packs
- Pragmatic, fun e-learning
- Interactive method
- Acquire operational tools

## Accessibility

All our training courses are accessible to people with disabilities. Each training project will be the subject of a case study by our teams, in order to adapt the training program.

## Corporate Training Solutions

Duration: to define.

You wish to organise a specific training course ?  
Contact us !

## PROGRAMME OUTLINE

### MODULE 1: UNDERSTANDING CULTURES AND THEIR DIVERSITY

#### 1. Pinpointing cultural differences in business relationships

- Map of the potential cross-cultural misunderstandings in HR activities
- Identifying sources of ambiguity and incomprehension
- Reconciling differences

#### 2. Developing awareness of culture's impact on communication

- The origins of culture and value systems
- Cross-cultural interactions: individual, functional, organizational and national levels
- Prejudice and stereotypes
- The stages of cultural adaptation
- Differences in perceptions and communication problems

#### 3. Deciphering cultures

- How time and space are managed
- Reasoning styles, risk-taking and change management
- Social relationships with individuals and groups
- Importance attached to tasks and relationships
- Communication (implicit, explicit and non-verbal messages)
- Power distance, status and the acceptance of rules
- Expression of emotions in the workplace, conflict management

#### 4. Analysing your cultural profile

- The individual profile

### MODULE 2: DEVELOPING INTERCULTURAL DYNAMICS IN MANAGING HR

#### 1. Understanding HR management in various cultural environments

- Identifying the organizational, social and legal framework for HR
- Exploring diversity in career development
- Understanding performance measurement, reward and compensation

#### 2. Assisting international managers and associates

- Recruiting international candidates successfully
- Motivating and retaining international profiles
- Developing multicultural competencies
- Leveraging international skills

#### 3. Adapting your communication and approach in HR activities

- Communicating on best HR practices
- Integrating cultural differences
- Developing global shared practices

#### 4. Overcoming the challenges of long-distance communication

- The specifics of long-distance communication
- Managing a meeting effectively
- Developing effective communication
- Resolving conflicts

#### 5. Developing an adjusted strategy

- Identifying current challenges within the organization
- Building enabling systems
- Leading change