

Solving workplace problems in culturally diverse settings

Managers are constantly grappling with problems affecting performance in the workplace. These can have many different causes, from resource constraints to motivational issues, and finding solutions to these problems can be difficult.

A common response is to try things that have worked in the past, such as training or offering incentives, but these often fail to get to grips with the real problems. A unique aspect to this course is the attention paid to cultural issues affecting what happens in the workplace.

This workshop will show you how to work through the problem-solving process in a systematic way, selecting and using a number of different techniques that will make it much more likely that you will find root causes and identify solutions that really work.

All participants receive a copy of Bryan's book "Understanding culture, improving performance".

What does it cover?

Defining a problem
Collecting relevant data
Analysing the problem
Understanding different cultural perspectives
Generating solutions
Deciding on appropriate solutions
Implementing solutions

Who would benefit?

Anyone with managerial responsibilities.

How long?

1 day

If you're interested

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