Virtual Collaboration Across Cultures

GlobeSmart Engagement Webinar
NORMS

- Participate in the chat! We'd love to hear from you.
- Limit distractions (as able).
- Be constructive.
- Don't fret. We'll send a recording and the slides after.
- Any questions not answered during the forum, we'll respond to you in a follow-up email.
Welcome

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Discussion Roadmap

• Welcome, GlobeSmart Community!
• How GlobeSmart can support your collaboration across cultures
• Q&A
• Resources and what’s next for you?
What We Heard From You

How can GlobeSmart support…?

- Leveraging your GlobeSmart Profile for Better Virtual Collaboration
- Virtual Meeting Engagement
- Managing Remotely and Across Cultures
- Discussing Differences with Your Team
Session Overview

1. Reflect and understand your personal workstyle using a cross-cultural framework

2. Guidance on how to interact with colleagues and cultures from a different work style and cultural background

3. Review GlobeSmart resources and connect with colleagues

Access GlobeSmart now via:
https://globesmart.aperianglobal.com
Challenges Faced Working on a Global Team

- Language Barriers
- Understanding Protocol
- Time Zones and Distance
- Communicating Virtually
- Resolving Conflict
- Motivating; Creating a Sense of Urgency
- Building Relationships Across Cultural Differences
- Problem Solving and Decision Making
- Leading a Virtual Team

Polling Question
The Diversity Wheel: Differences that Make a Difference

Source: Gardenswartz and Rowe, 2007.
GlobeSmart® Cultural Dimensions

Aspects of culture that represent a range of work styles in a diverse work environment
Welcome to GlobeSmart!

Access GlobeSmart now via:
https://globesmart.aperianglobal.com
Next Steps with GlobeSmart

1. Take your GlobeSmart Profile
2. Learning Module: Inclusive Virtual Meetings
3. Help desk
4. Virtual Collaboration Quiz
5. Quick Guide: Running Inclusive Virtual Meetings
Aperian
Derived from the Latin, "to open"
or "provide access to."

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Appendix
GlobeSmart/Aperian Global Resources

Learning Modules & Assessments

- Inclusive Virtual Meetings
- Giving Feedback Across Cultures
- Inclusive Action Guide

Learning Modules/ Resources within GlobeSmart

- Inclusive Virtual Meetings (temporary access)
- Giving Feedback Across Cultures
- Inclusive Action Guide
GlobeSmart/Aperian Global Resources

Blogs:

1. 10 Ways to Instantly Improve Virtual Onboarding
2. Corporate Responses to the Coronavirus: How to Make Isolated Employees Feel Included
3. Ten Ways to Build Trust Remotely
4. Overcoming Cross-Cultural Challenges in Virtual Work
5. Cultural Etiquette and Social Distancing Around the World
GlobeSmart/Aperian Global Resources

Quick Guides

- Quick Guide to Collaborating Across Distance: Separating Fact from Fiction
- Building Trust at a Distance
- Running Inclusive Virtual Meetings
- Virtual Project Management: Time and Responsiveness
### Information About the Sources for the Profiles

Country placements on the chart are estimates of entire cultures based on the best information that is available to us. Users should not assume that all people from a culture will be identical to the specific placement of their culture on the Profile chart.

**The country placements are a combination of the three data sets below:**

<table>
<thead>
<tr>
<th>Merged Data of Four Cross-cultural Researchers</th>
<th>GlobeSmart Profile User Data</th>
<th>Expert Anecdotal Data</th>
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<td>Hofstede, Schwartz, McCrae and Inglehart. They were empirically derived, statistical averages of available country data on the five cultural dimensions as they existed in the research literature.</td>
<td>Since some of the original research used in deriving the culture placements on the GlobeSmart Profile dimensions is now a few decades old, the data from over 1,000,000 users of the instrument — each of whom filled out demographic items before completing the Profile — was also reviewed and combined with the earlier research data to update a number of the culture placements.</td>
<td>Finally, expert opinions from a dozen Aperian Global trainers and associates living and working in countries around the world was incorporated to make final adjustments to the culture placements. There were three rounds of expert input in this revision process, with each round receiving higher levels of convergence on the placements of cultures on the dimensions by the group of experts.</td>
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Your Goal:
To know the your profile and that of your colleague(s) in order to leverage similarities and bridge gaps

Remember:
• Dimensions are on a continuum
• There is no “right” or “wrong” style
• Profile result is not a predictor of success
Quick Reference Guide: Approaches to Style Switching

**Independent**
Provide and follow standardized guidelines

**Interdependent**
Take more individual initiative

**Egalitarianism**
Acknowledge hierarchical differences and expect behavior to be more situational

**Status**
Be flexible regarding roles and attitudes about appropriate behavior. Be willing to make exceptions and "bend rules."

**Risk**
Share supporting data that will provide assurance that the actions suggested are well planned.

**Certainty**
Expect change to occur quickly. Focus on solutions and future benefits.

**Direct**
Pay attention to how you say something, not just what you say. Try to listen harder and be more observant.

**Indirect**
Be more direct in what you say. State conclusions, benefits, and implications explicitly.

**Task**
Recognize the importance of process as well as results.

**Relationship**
Take the initiative to clarify a situation.