Fulcrum Point

Workshop outline · Working with others

Cross-Culture Skills.

Work well with colleagues and clients whose norms differ from yours. Participants learn to read cultural patterns, adjust how they communicate, and notice their own biases.

For

Anyone who works across cultures and needs to build cross-cultural skills.

Format

One day. In person or live virtual.

What it is for.

Teams now work across borders every day, often without meeting in person. Small differences in how people give feedback, disagree, or show respect turn into misunderstandings that cost time and trust.

Participants identify the patterns of norms and behavior in the regions where they operate and build their own communication strategy to meet those expectations. They examine the biases in their own behavior, and they practice the listening and communication skills that make up for cultural distance, including in virtual teams.

What you leave with.

- A way to identify cultural norms and behavior patterns in the regions where you work
- A communication strategy adjusted to the expectations of the people you work with
- Awareness of your own biases, and steps toward a more inclusive workplace
- Ways to draw on local insight and knowledge to strengthen the team
- Communication skills that make up for cultural differences

Why it matters.

- Misunderstandings between cultures slow collaboration and wear down trust
- Listening well across cultures means knowing what to listen for and how it may be read
- People who work well across cultures are considered for roles beyond their own country

Format.

Length	One day
Mode	In person or live virtual
For	Anyone who works across cultures and needs to build cross-cultural skills.
Method	Self-assessment tools; Short inputs from the facilitator; Group activities; Individual and peer-to-peer assignments

Your speaker.

Lorne Michael Cousins

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Lorne Michael Cousins has spent twenty-five years inside corporate sustainability across China and the Asia-Pacific, as environmental auditor, sustainability consultant and leadership strategist. He is Senior Fellow and Council Director at The Conference Board, Asia, founder of Fulcrum Point Sustainability Consulting in Shanghai, and a Founding Member of the Sustainability Directory.

He holds an MEM from UNSW Sydney, a BA from UBC Vancouver, and Practitioner status with IEMA. Accredited Advisor, Future-Fit Business Benchmark.

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