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Intercultural training for teams: the business case - World café -

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Abstract

As training budgets are cut and many decision makers remain sceptical about the effectiveness of soft skills training it is more important than ever that providers have a clear business case. What evidence do we have of the impact of culture on international teams? How can we measure this? What examples are there when intercultural training had a measurable effect on the performance of international teams?

These are all topics which will be discussed in this interactive World Café which aims to generate a business case for intercultural training for teams. Customers, providers and researchers are all invited to take part.

'The World Café is an innovative yet simple methodology for hosting conversations about questions that matter. These conversations link and build on each other as people move between groups, cross-pollinate ideas, and discover new insights into the questions or issues that are most important in their life, work, or community. As a process, the World Café can evoke and make visible the collective intelligence of any group, thus increasing people's capacity for effective action in pursuit of common aims.'

Learning outcomes for participants

- a business case for intercultural training for teams
- experience of world café methodology

Profile

Robert Gibson is responsible for Intercultural Competence Development at Siemens AG, Learning Campus in Munich, providing training and consultancy for individuals, teams and organizations worldwide. He is former Vice President of SIETAR Europa, author of 'Intercultural Business Communication' OUP 2002 and has a regular column on Intercultural Communication in Business Spotlight.