

Tomalin, Barry

Ensuring a high-performance international workplace -Presentation 45 mins –

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Abstract

We are all internationals now. Managers are working with international workforces, forming part of international teams and negotiating and running international JV's and M&A's. International workforces introduce conflicts in the workplace arising from cultural differences. This workshop identifies the conflict areas, demonstrates examples of intercultural conflict at work, using the new EU Diverse Europe at Work materials and shows how they can be used to create discussion forums for resolving problems and creating a harmonious and high performing team environment.

Learning outcomes for participants

- Understand the 7 –isms of diversity and inclusion
- Recognise impact of diversity and inclusion issues on team performance
- Recognise the need for pro-activity in taking the diversity and inclusion agenda forward in terms of EU legislation
- Learn about new resources for improving team harmony and performance and how to exploit them in face-to-face training

Profile

Barry Tomalin is Director of Cultural Training at International House, London and visiting lecturer in Inter-cultural Communication at the University of Westminster. In a career with the ODA, The BBC World Service, International House and in management training, he has run training seminars in over 50 countries. He is the co-author of 'Cultural Awareness' (OUP 1995), 'The World's Business Cultures and How to Unlock Them' (Thorogood Publishing 2007) and 'International English for Call Centres' (Macmillan India 2009) and is part of the production team for the EU Leonardo funded 'Diverse Europe at Work' project and the European Certificate in Diversity Training. He has also contributed to Feng (ed) 'Becoming Interculturally Competent through Education and Training' (Multicultural Matters 2009).