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Cultural Detective Global Teamwork

- Workshop 45 mins -

Organization	Consultant Virtual Team Work
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Abstract

This workshop will introduce the recently developed Cultural Detective™ tool: Global Teamwork; a training tool which explains what to look for and how to effectively solve the cultural challenges of working on a global team with global responsibilities—in real space as well as in virtual space. In some organizations today up to 90% of all work may be virtual—even if people are working in the same building. Today a work team may have members in and from many countries, of different professions, age groups, and cultural backgrounds. Processes of team building that occur and continue when a team is in a single location may not function as well or be able to be applied in a global environment. When working with others at a distance, many of the differences that we could use to create synergy and success are invisible and may cause us problems rather than help us do our work.

The workshop will describe the Cultural Detective “Global Teamwork” training. We will discuss the model of Global Teamwork Challenges, which will make visible and memorable the intricate interactions taking place in multi-cultural long distance team work. Together we will analyze a case study. This will demonstrate in an interactive manner where to look for clues to identify where culture is overtly or covertly at work, affecting the life of a global team. Rapid overviews will be provided of best practice to show you how to meet your challenges in virtual team work, how to recognize and take advantage of personal, professional and cultural differences, how to assess the stakeholders, tasks, technologies, work styles and virtual leadership requirements and how to create and maintain a flexible, effective and efficient virtual global teamwork environment.

Learning outcomes for participants

- Gain valuable insight into oneself, ones teammates from other cultures and the virtual work culture one collaborates within,
- Develop a better understanding of the values and beliefs influencing the success of virtual teamwork and collaboration,
- Respect ones teammates’ backgrounds and experiences, and how this can affect the virtual teamwork environment one works within,
- How to take concrete steps to collaborate and manage more effectively on virtual teams.

Profile

Jolanda G. Tromp, PhD, is a certified facilitator of Cultural Detective™, psychologist and a human factors consultant on the use, design and evaluation of multi-cultural virtual teamwork systems. She has a BSc. in Psychology from the University of Amsterdam, the Netherlands, and a PhD. in usability design and evaluation of collaborative virtual environments from the University of Nottingham, United Kingdom. Since the 1990s she has been involved in the design and evaluation of collaborative virtual environments and later in the design and evaluation of smart mobile phone technologies, in the capacity of human factors research scientist on large, long-term international projects for and with academic and industrial partners. She is specialized in assessing the usability of novel systems and artefacts, eliciting and clarifying user requirements, creating user requirement specifications and designs and developing bespoke stand-alone evaluation tools that allow anyone at anytime to evaluate a proposed or existing virtual team work system for usability.