

PROJECT TEAMS

unstuck!

High Performing Multicultural Teams

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Executive Director, Business Development
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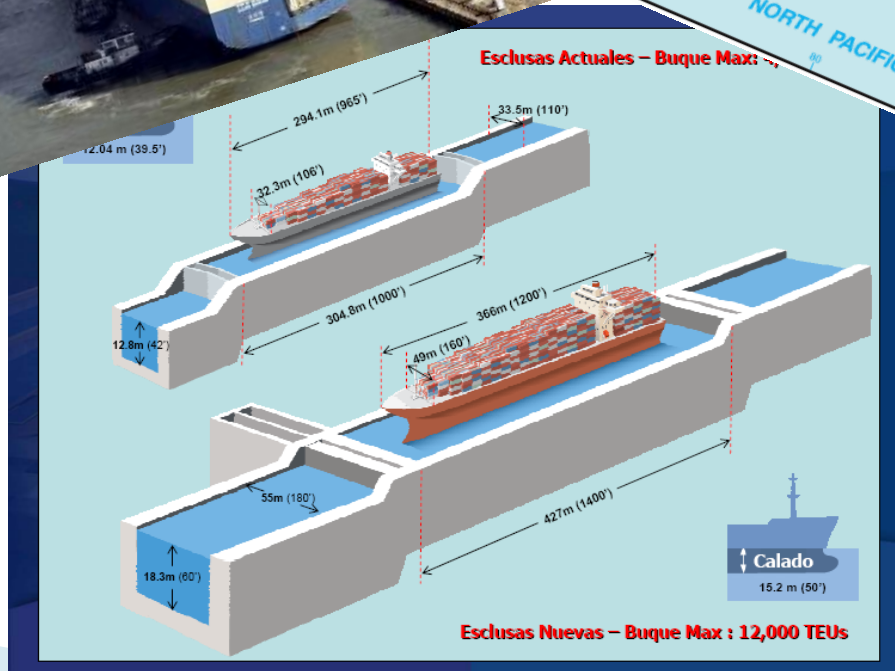
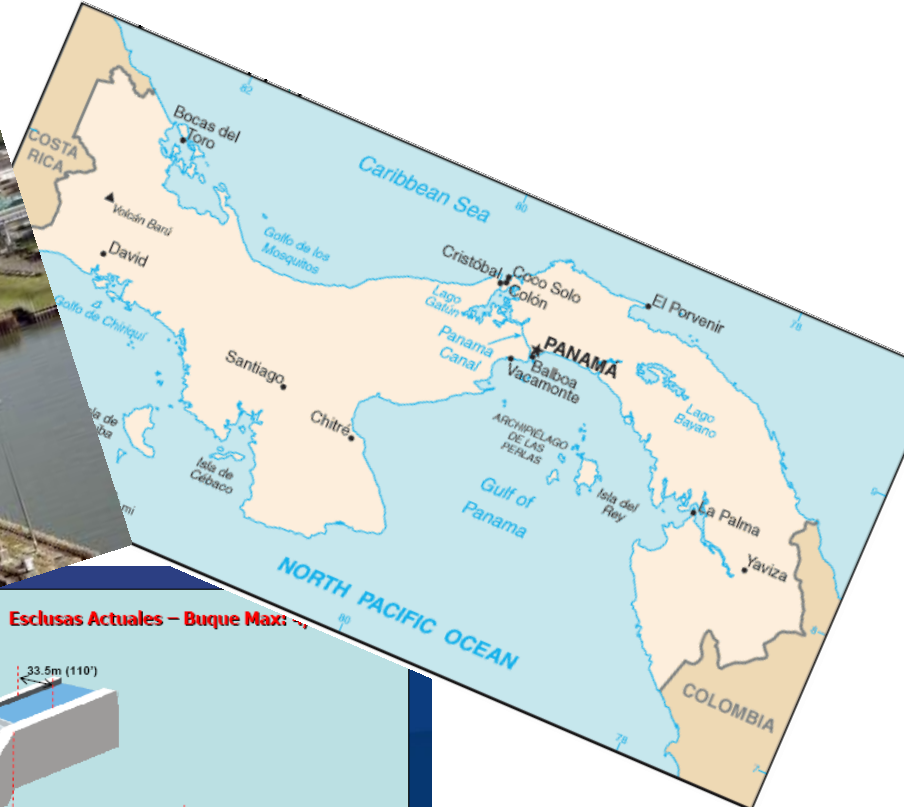
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My Friend Jeff!



Presentation GOALS

Understand

- What is stuck and unstuck in project teams
- Multicultural issues in project teams
- Five Barriers that must be overcome to become an unstuck project team
- Specific actions to be taken to improve multicultural team performance

stuck!



stuck!



stuck!



stuck!



unstuck!



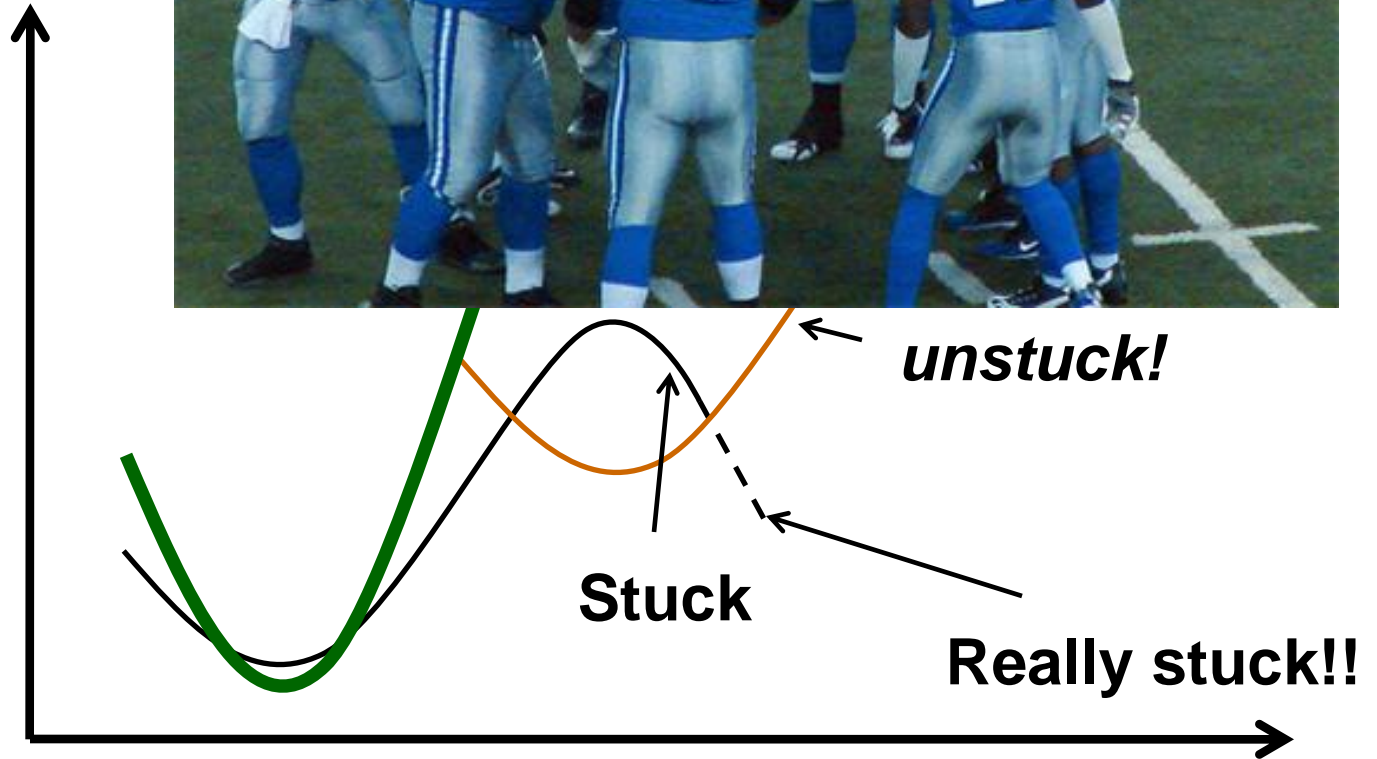
unstuck!



Stuck!



Team
Performance
Growth



Time

Culture

- Complex pattern of ideas, emotions, behaviors, practices, institutions, and artifacts that tends to be expected, reinforced, and rewarded by and within a particular group

(Doing Business Internationally, Walker, Walker, Schmitz, 2003)

Cultural Dimension Model

10. Environment
9. Time
8. Action
7. Communication
6. Space
5. Power
4. Individualism
3. Competitiveness
2. Structure
1. Thinking

(Doing Business Internationally,
Walker, Walker, Schmitz, 2003)

Example Dimension

Structure

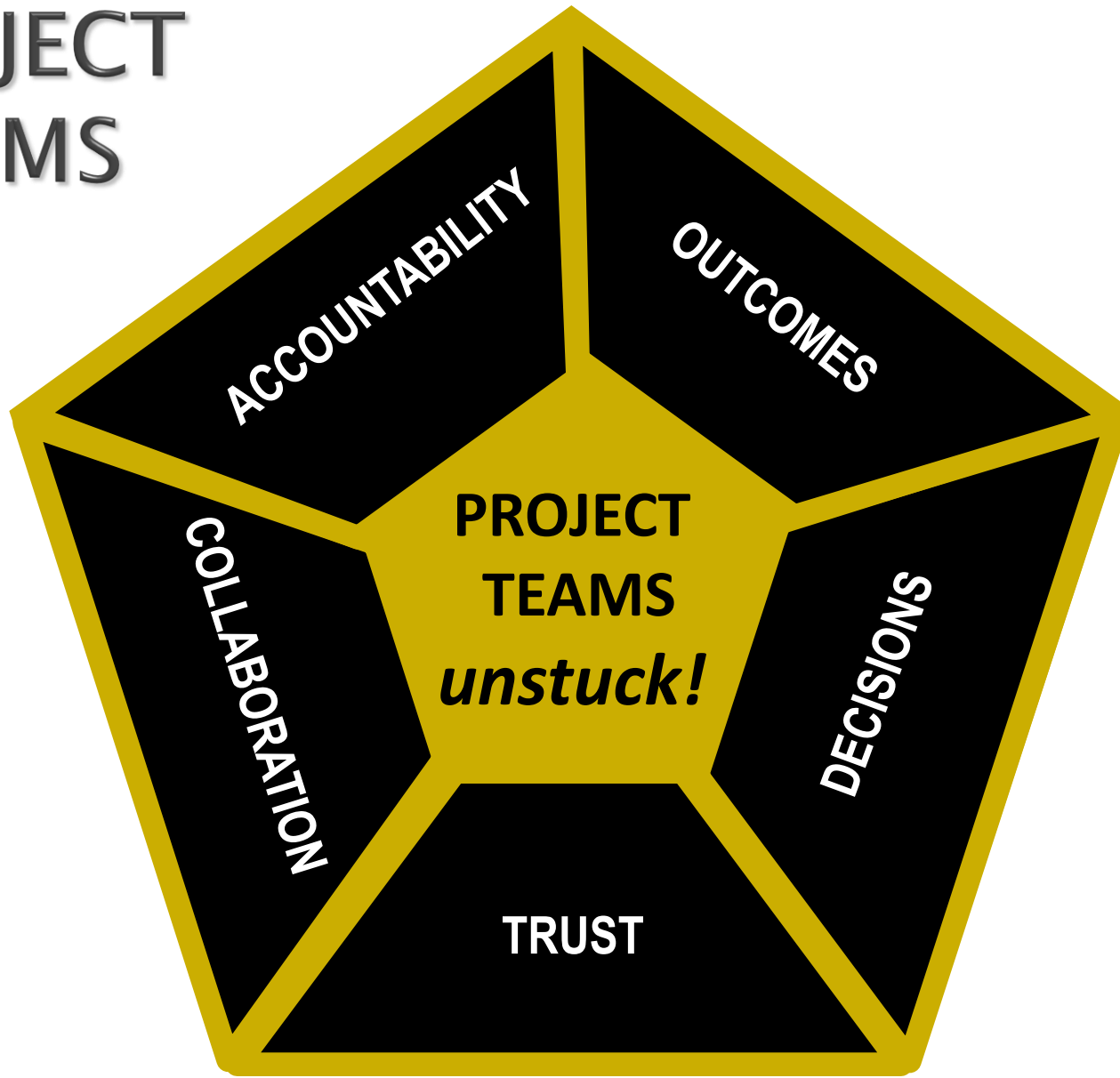
- How individuals approach change, risk, ambiguity, and uncertainty

Order (Reduce uncertainty, value security, change is threatening) (Japan, Germany, Asian, Russia.)	Flexibility (Tolerant of unknown, deviation from procedure is OK) (Brazil, US..)

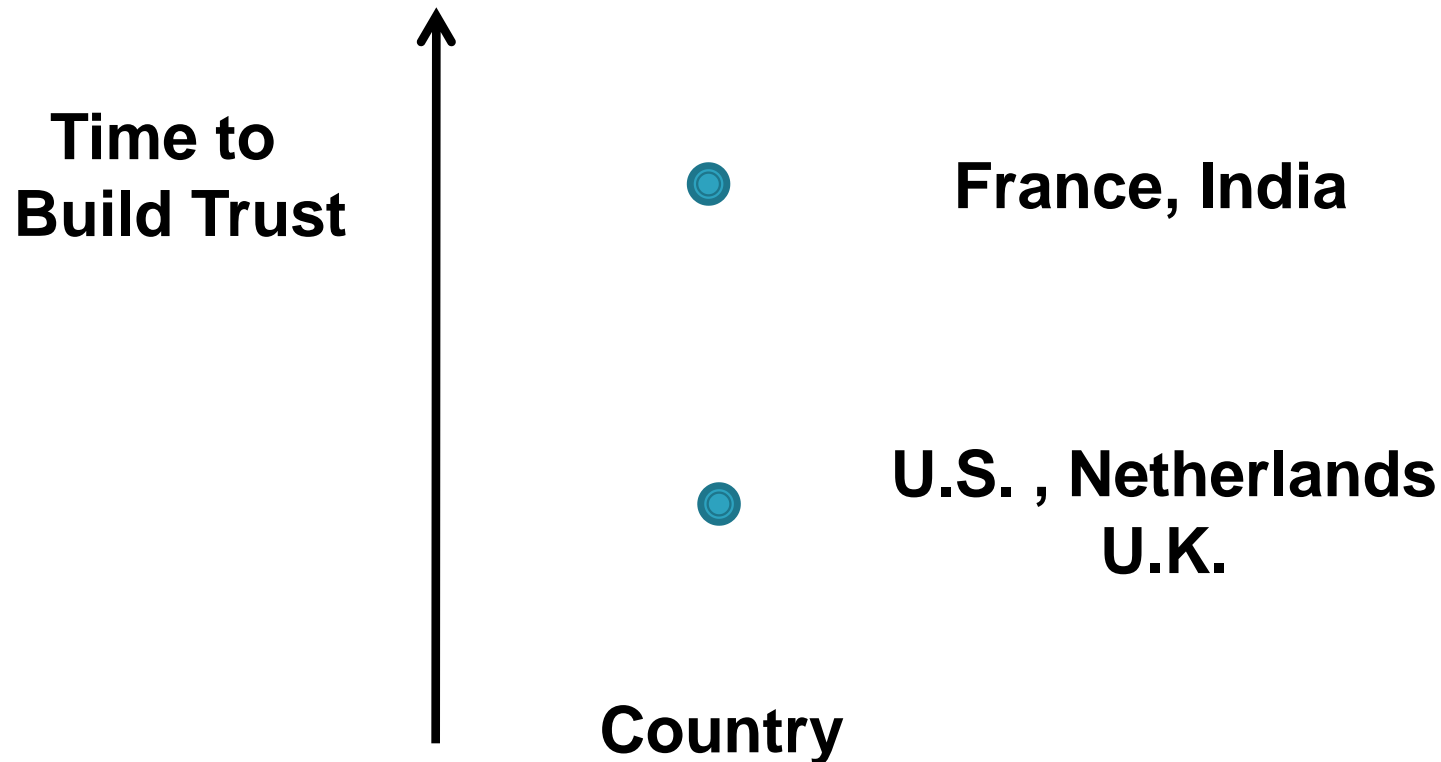
Cultural Dialogue Differences (American and French)

- ▶ Tom: Have you received Jean-Claude's final presentation for Monday due tomorrow?
- ▶ Yvonne: No, but I know he is working hard on it. He always has the most creative ideas when he is allowed to really think them over.
- ▶ Tom: That's true, but the meeting is Monday – only four days away!
- ▶ Yvonne: Yes, Jean-Claude is not good with deadlines. But he comes up with such incredible presentations even if they are often late.
- ▶ Tom: Well, it is a real problem and I have brought it to the attention of Mr. Trudeau several times.
- ▶ Yvonne: Why would you have done that? What is the complaint?

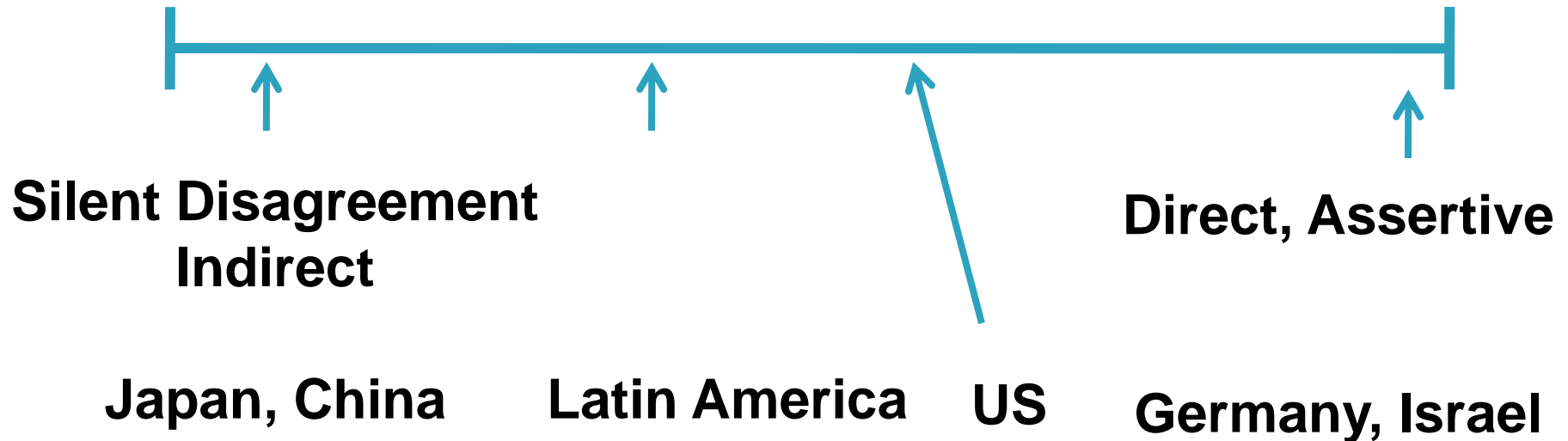
PROJECT TEAMS



Example – Time to Build Trust multicultural



Managing CONFLICT



**Must Increase Cultural and Team Competence
To Get Unstuck Project Team!**

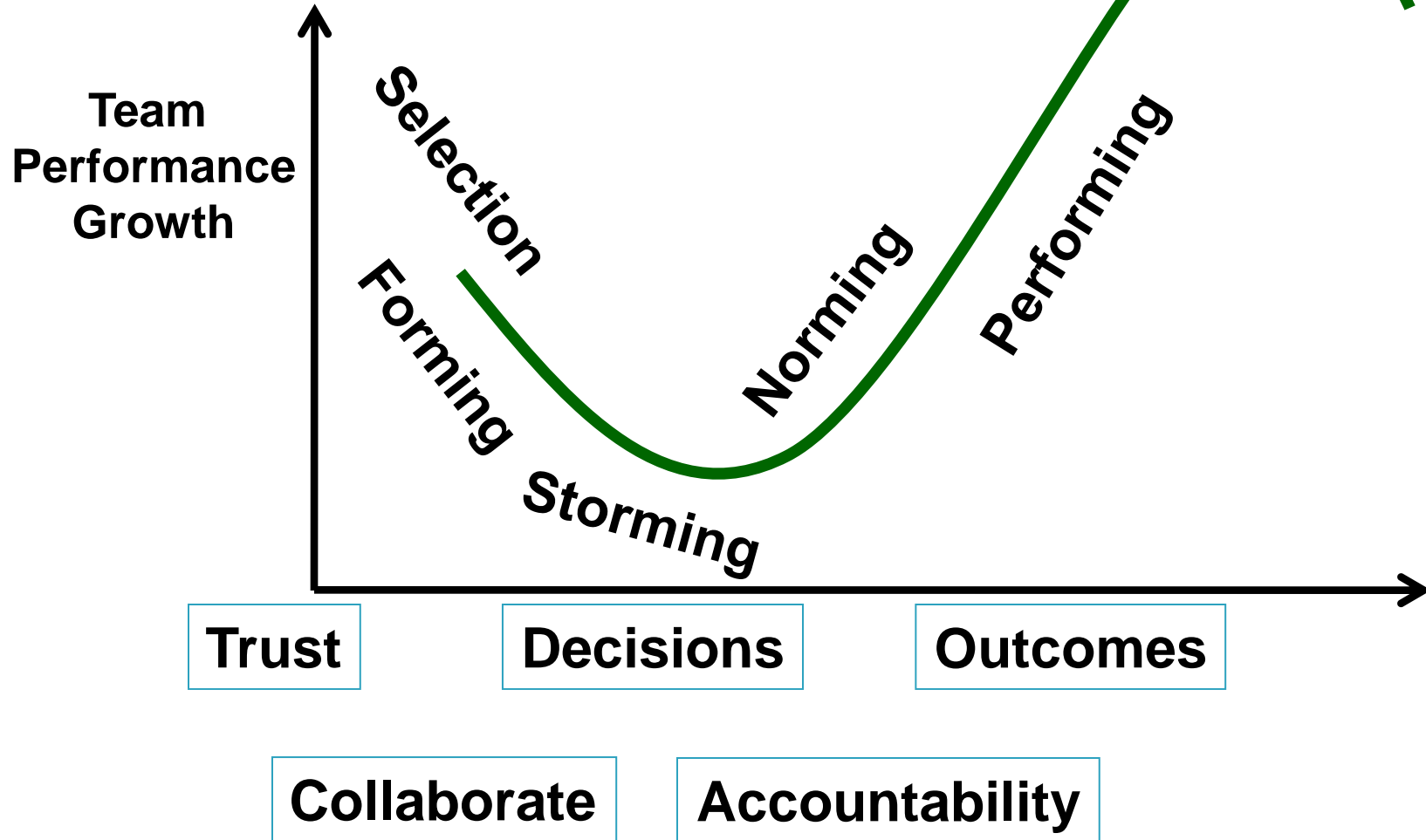
Construct Behavior “Norms” for your teams

▶ Example

Handling Conflicts

1. *Nothing is Personal/Respectful*
2. *Active Listener. Ask. No Interrupt.*
3. *Understand and Respect Styles.*
4. *SAY IT*
5. *Understand different CULTUREs/Nationality.*
6. *Be Open*
7. *Clarify Assumptions*
8. *Check Out after every conflict*
9. *Invest Time to Solve Problem*
10. *Agree in Follow Up.*

Team Development - Summary

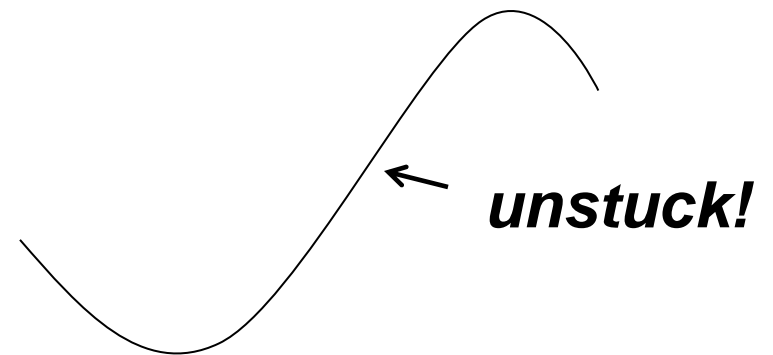


Questions



True Solutions Inc.

YOU HAVE A CHOICE!



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Bio

Tom Sheives is a speaker, author, international project consultant, trainer, coach and Executive Director of Business Development with True Solutions Inc. (www.truesolutions.com).

His entire focus is on helping make project teams and management teams successful. He is a Texas Aggie, a Baylor Bear, has his PhD from the University of New Mexico, and is a graduate of the internationally recognized coach training organization Coach U.

Tom is also a part-time faculty member to The University of Texas at Dallas (UT Dallas).

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