



## Communication **Across Cultures**











The Tech & Service Delivery divisions are GLOBAL teams, with members from the USA, China, and India.

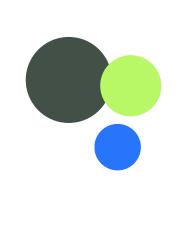


Global team members need to work together & collaborate across departments; seeking ways to enhance co-operation & team effectiveness.









## THE SOLUTION

Team Leaders leveraged the Hofstede Culture in the Workplace Questionnaire™ tool to enable deeper understanding of each group's cross cultural behaviour patterns.

Large group de-brief sessions conducted by ODE's cross culture experts facilitated open conversations.









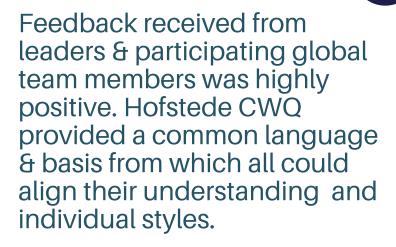






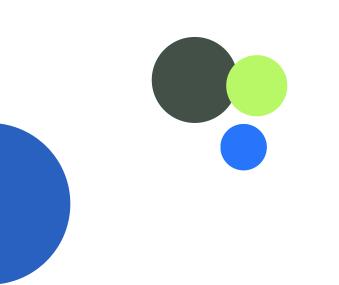
Improved intercultural communication & mutual understanding was achieved.

Team norms and rules of engagement within intact teams were established to optimize communication and collaboration.











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