

COMMUNICATION

INTERMEDIATE

**ENGAGING IN
COMMUNICATION FOR
COLLABORATION IN
INTERNATIONAL AND
DIVERSE TEAMS**



SKILL ADDRESSED:

Communication

LEVEL OF CHALLENGE:

Intermediate

TITLE OF ACTIVITY:

Engaging in communication for collaboration in international and diverse teams



INTRODUCTION TO THE SKILL

Effective communication is a fundamental skill in the workplace that significantly impacts productivity, collaboration, and overall success. It involves conveying ideas, thoughts, and information clearly and efficiently to others. Effective communication skills improve teamwork, conflict resolution, and customer relationships, making them crucial for workers to excel in their roles.

THE CHALLENGE

You are part of a project team consisting of people from diverse cultures. You are required to work together for one year, and there is quite a lot of work to finish the project on time. For this, you need to prepare the first face-to-face meeting for the team to understand the project's aim and agree on the schedule and responsibilities of everyone on the team. **What main suggestions for successful communication can you point out for yourself? Consider the following to help you get started:**

- Who is on your team?
- What are you aiming to achieve? How will you achieve this?
- Does any of your team members require additional support?

After some months, you noticed that there are several outstanding tasks and tense relationships between the Italian, Turkish, and Spanish members. You have planned another meeting with all of them tomorrow, and you would like to keep all of them on the team and finish the tasks in which they are involved. **Your next job is to find communication differences between diverse cultures and write a communication plan for this meeting to avoid conflict within your team!**

It is important to remember that cultural communication styles are generalisations and may not apply to every individual within a culture. However, being aware of potential differences and employing a thoughtful communication plan can help foster a positive and collaborative atmosphere within the team.

STRUCTURE

Here are some suggestions for successful communication during the first face-to-face meeting of a diverse and international project team:

1. Establish clear goals and objectives.
2. Encourage active listening.
3. Be culturally aware.
4. Use inclusive language.
5. Seek clarification.
6. Foster open and respectful communication.

Here are some suggestions for writing your communication plan for your meeting to avoid conflict within your team:



COMMUNICATION PLAN: MANAGING CULTURAL DIFFERENCES

1. Pre-Meeting Research	Research the communication styles, values, and cultural norms of the Italian, Turkish, and Spanish cultures. Understand potential areas of miscommunication or conflict that may arise.
2. Facilitate Introductions	Start the meeting with icebreakers to help team members get to know each other better. Encourage sharing of cultural practices and traditions to foster mutual understanding.
3. Language Considerations	If language barriers exist, provide translation services, or designate bilingual team members to assist with communication.
4. Focus on Common Goals	Reinforce the shared objectives and common goals of the project. Remind team members that their collaboration is crucial for project success.
5. Emphasise Empathy and Respect	Encourage team members to be empathetic and respectful towards each other's cultural differences. Remind them that different communication styles do not imply incompetence but rather diversity.
6. Address Conflict Directly	If tension arises during the meeting, address it promptly and directly. Encourage the involved parties to express their concerns and work towards a resolution.
7. Clear Action Items and Responsibilities	Ensure that action items, responsibilities, and deadlines are clearly defined and agreed upon by all team members. Misunderstandings about roles can lead to conflicts.
8. Follow-Up and Support	After the meeting, follow up with individual team members to ensure they have a clear understanding of their tasks and provide ongoing support if needed.

By following these suggestions, the team can create a positive and productive environment for collaboration, ensuring that the project goals and objectives are met.

Here are some resources that can help:

- How To Manage Cultural Differences in Workplace Communication <https://www.scienceofpeople.com/cultural-differences-in-communication/>
- Managing diversity and cultural differences at workplace - how to get along with others https://www.youtube.com/watch?v=Kqixxo_yu4A
- Intercultural communication skills to help you work with anyone <https://nulab.com/learn/collaboration/intercultural-communication-skills-help-work-anyone/>

DEMONSTRATION AND EVALUATION

Upon completion of the intermediate-level training on communication skills, you will possess the following abilities:

- **Factual Knowledge:** You will understand how to engage in effective communication for collaboration and recognise the significance of communication in international and diverse teams.
- **Intercultural and Accessible Communication:** You will be capable of practising intercultural and accessible communication, comprehending the importance of adapting your communication style to various cultural backgrounds. Additionally, you will have the opportunity to engage in a collaborative project to apply and enhance these skills.
- **Effective Communication in Diverse Teams:** You will be aware of how to communicate effectively within diverse teams and demonstrate a willingness to participate in a collaborative space, fostering successful working relationships with team members from diverse backgrounds.



To assess your readiness for completing this level, ask yourself the following questions:

1. How can I ensure that my communication style is inclusive and culturally sensitive in international and diverse teams?
2. How can I practice intercultural and accessible communication in a real-life project setting?
3. How can I adapt my communication style to better meet the needs of team members with diverse cultural backgrounds?

Excellent! Now, it is time to complete the Final Assessment Quiz and put your newly acquired communication skills to the test! The quiz will evaluate your understanding and application of effective communication. Best of luck!





INTERFACE



Co-funded by
the European Union

"The European Commission's support of this publication does not constitute an endorsement of the contents, which reflect the views only of the authors, and the Commission can not be held responsible for any use which may be made of the information therein." Project Number: 2021-1-DE02-KA220-000034783