

Building Relationships with Overseas Offices

Key Learning Outcomes

- Understand the key challenges in working with remote offices and explore how to overcome these challenges.
- Learn about different cultural dimensions and how to deal with different cultural behaviours and expectations.
- Explore the complexities of communicating with remote offices and how to get the most from your interaction with them so that you can be more efficient and effective in achieving your objectives.
- Develop your ability to build and nurture distance relationships.

Course Delivery

- ✓ Theory: Latest best practice
- ✓ Self Assessment
- ✓ Fun Team Exercises
- ✓ Business Problem Solving
- ✓ Personal action planning

Course Outline

08.30 – 09.00 Arrival and Registration

09.00 – 10.00 Challenges in Working Together Apart

- Team Exercise: Gold & Platinum Investment Challenge
- Understanding the Key Challenges of Remote Working
- Self Assessment using the Remote Working Complexity Assessment tool

10.00 – 10.30 Co-Operating Remotely in a Team

- The Team Life Cycle
- Developing a Code of Cooperation

10.30 – 10.45 Break

10.45 – 12.15 Cross-Cultural Dimensions

- Team Exercise: Collaborating with Mixed Cultures
- Understanding the Different Cultural Dimensions
- Key Points for Working with Mixed Cultures
- Actions to Improve Remote Collaboration

12.15 – 13.15 Lunch

13.15 – 14.15 Communication Effectiveness with Remote Offices

- Understanding the Impacts of Remote Communication on Communication Effectiveness
- Communication Channels and Media Richness
- Using Email and Teleconferences Effectively

14.15 – 14.45 Building and Nurturing Relationships

- Challenges for Building New and Nurturing Existing Relationships Remotely
- Key Ingredients for Productive Relationships across Locations and Cultures

14.45 – 15.00 Break

15.00 – 16.30 Collaborating Successfully with Remote Offices

- Team Exercise: Toxic Waste Disposal (remote problem solving)
- Building and Maintaining Trust and Loyalty
- Team Exercise: Trust Walk

16.30 – 17.00 Close

Summary, Actions and Closing Remarks

Pre-Course Work: Completion of Pre-Course Questionnaire

Course Material: Includes facilitator's slides, exercise worksheets, background reading/articles and recommended books