

Working with difference

Aim

Getting the best out of different others

What's it all about?

Understanding and managing difference is something that will give leaders a competitive edge. That will result in rising above trivia to truly reach their potential while leveraging that of those around them. In today's working world this is an essential skill for any leader who needs to work with people from different functions, backgrounds or cultures. This workshop will teach show participants how to recognize what matters to others to bridge any divide; that way difference becomes an asset not a liability.

Why iOpener?

Our team is a highly diverse group of people many of whom have worked in other cultures and languages or who have changed professions. That means they have practical hands-on experience of what it's like to be faced with uncertain or unexpected situations which create leadership dilemmas. But most importantly they also have had the experience of dealing with them.

How?

This workshop contains both the theory and practice of working with difference. Participants need to be willing to understand some of the theory in order to build their self-awareness. They will be expected to work on typical dilemmas and make choices about how they'd deal with them. And in doing so learn skills and tools that will boost their ability to deal with difference.

Participants?

This workshop can be modified for groups of between 6-20 depending on clients' needs.

Outcomes:

Participants will:

- Understand what difference is
- Recognize when it emerges most clearly
- Investigate levels of awareness and factors that affect it
- Understand differences between personality and practice
- Explore tools for dealing with difference in the short and medium term
- Think about long-term steps for building leadership expertise

Participants cover:

- Recognising the plusses and minuses of difference
- Working with cultural icebergs: above and below the waterline
- Understanding assumptions: how they work and how to see them in yourself
- Investigating differences between personality and culture
- Working with tools to bridge divides when meeting new people
- Bridging gaps in understanding when working with colleagues and long-term stakeholders
- Understanding clashes and how to work through them
- Honing practice and developing my knowledge

Target group

Any frontline leader who would like to deepen their understanding and effectiveness when dealing with difference.

Duration

0.5-1 day depending on outcomes and participants.