

**Global Collaboration Café Overview**

The Global Collaboration Café is a short blended learning experience oriented around the concepts and skills found in the Harvard ManageMentor Global Collaboration topic. The Global Collaboration topic will help managers:

* Improve their ability to respond appropriately in a different culture
* Build trust among global team members
* Reach agreements across cultures
* Minimize language barriers between global collaborators
* Overcome physical distance challenges of global collaborations
* Align a global team to achieve a common goal

The learning experience has three components:

*60 to 90 minutes 60 minutes Ongoing*

Part 1: Pre-work (self-paced, individual)

Before the live Café session, participants are expected to complete the following assignments:

* + Review the following online lessons from the Harvard ManageMentor Global Collaboration topic:
  + Do Business Across Borders
  + Boost Your Cultural Intelligence
  + Build Trust Among Collaborators
  + Negotiate Across Cultures
  + Overcome Language Barriers
  + Transcend Physical Distance
  + Align a Global Team
* Complete the online comprehension test from the Harvard ManageMentor Global Collaboration topic
* Complete the tool “Worksheet for Understanding Another Culture,” focusing on participant’s own culture
* Read *From the Collection* article “Cultural Intelligence” in the Lesson “Boost Your Cultural Intelligence”

Part 2: Café session (live, group)

The Café session represents the core element of the learning experience. The session provides an opportunity for managers to:

* + Exchange ideas and questions with others
  + Discuss the context of how concepts and skills apply in the workplace
  + Practice and begin application of those concepts and skills
  + Build momentum and support for applying the concepts and skills in the workplace

The Café session focuses specifically on the following concepts and tasks from the Global Collaboration topic:

* + Boost cultural intelligence
  + Understand culture
  + Use cultural intelligence to enhance team collaboration
  + Understand language challenges
  + Overcome language barriers
  + Foster inclusive communication

Facilitating the Café session as outlined should take approximately 60 minutes. If the facilitator prefers a shorter session or wishes to spend more time on a specific concept or activity, he or she may want to cover only those concepts and activities that are most relevant to the group.

| SECTION | ACTIVITY | TIME |
| --- | --- | --- |
| **Introduction** | * + Show icebreaker question while participants are arriving to the session (WHY IS EFFECTIVE GLOBAL COLLABORATION IMPORTANT TO OUR ORGANIZATION?)   + Introduce facilitators.   + Review tips for using technology during the session.   + Debrief icebreaker question.   + Set context: In the past, knowing how to collaborate globally was crucial only for country managers or employees taking on overseas assignments. Today, if you are like most managers, you are collaborating more and more with people from other countries in your daily work.   + Review session objectives. | 8 minutes |
| **Skill focus:**  **Build cultural intelligence** | * Facilitate debrief activity: Understand my own culture. Participants:   + Review responses to “Worksheet for Understanding Another Culture” based on instructions to focus on articulating elements of their own culture   + Discuss how their own cultural beliefs and behaviors could affect their relationships with potential global collaborators * Facilitate discussion activity: Increasing our cultural intelligence. Participants:   + Identify a culture they want to know more about, given their particular roles   + Brainstorm activities that could help them learn more about a specific culture * Facilitate practice activity: Complete a “What would you do?” scenario about using cultural knowledge to improve collaboration with global colleagues. Participants:   + Review list of information about customs and beliefs of a new vendor’s country.   + Suggest practices that would help cultivate productive relationships with the new vendor. | 25 minutes |
| **Skill focus: Build trust** | * Facilitate practice activity: Complete a “What would you do?” scenario about how to foster trust on a global team. Participants:   + Identify specific benefits of building trust among global team members   + Brainstorm practices a manager could use to build trust among members of a diverse global team. * Facilitate reflection activity: Building trust in our global collaborations. Participants:   + Reflect on a global collaboration they have experienced or observed in which members had low levels of trust   + Analyze reasons for gaps in trust   + Consider approaches to enhance trust in this particular situation   + Share examples of low-trust global collaborations and ideas for building trust | 12 minutes |
| **Skill focus: Overcome language barriers** | * Facilitate practice activity: Addressing language barriers in a team. Participants:   + Recall an experience of being in a team where they had difficulty understanding what others were saying or being understood when they spoke   + Identify symptoms of language barriers affecting team collaboration; e.g., someone who is not fluent in non-dominant language hesitates to share ideas   + Discuss impact of language-based communication issues on team collaboration * Facilitate practice activity: Address symptoms of language barriers. Participants:   + Share ideas about what has worked and what hasn’t worked to improve communication in teams whose members are not equally fluent in the dominant language * Review tips for communicating with speakers who are not fluent in the dominant business language. | 12 minutes |
| **Applying what you’ve learned** | * + Review session objectives and skill areas discussed.   + Review directions for completing the On-the-Job section of the online Harvard ManageMentor topic, including the action plan.   + Close the session. | 3 minutes |

Part 3: Application (self-paced, individual)

After the live Café session, participants are expected to complete the following assignments:

* + Complete the online On-the-Job section in the Harvard ManageMentor Global Collaboration topic. The section provides learners with an opportunity to choose a skill to focus on and create an action plan for applying and developing the skill. *Note:* If your organization does not include the On-the-Job section in your configuration of Harvard ManageMentor, ask participants to think of two things they can do over the next 90 days to further apply and develop their skills in this area.
  + Execute their action plan over a specified time frame (e.g., 60 or 90 days).
  + After the specified time frame (e.g., 60 or 90 days), access the online On-the-Job section in the Harvard ManageMentor Global Collaboration topic to update the action plan and reflect on the experience.