Understanding and Leading Diverse Teams (Theory and Practice)

Learning Objectives

Within today’s global economy being able to understand one’s own behaviour and that of the increasingly diverse teams one participates within, and leads, is essential. Comprehending the dynamics of team participation, through an appreciation of the diverse psychological, cultural, demographic, and gender differences, will enable participants to harness the full potential of organisational team performance to ensure competitive success.

This seminar will take participants through a range of theory and practice which will critically explore firstly the individual themselves, through emotional intelligence analysis, and then evaluate how individual behaviours are effected by culture, demography and gender, and then apply these principles to group interaction. The seminar will provide participants with various tools and techniques for understanding how to work with diverse teams effectively, utilising appropriate leadership and communication skills. The seminar will conclude with an evaluation of ICT media and diverse team management.

Content

Psychological theory and practical application

Emotional Intelligence analysis and application

Understanding teams – how they are created and sustained

Evaluating Cultural Intelligence

Analysing demographic variances

Assessing gender differentiation

Dysfunctional teams and conflict resolution

Leading successful diverse teams

Effective communication for successful teams

Using appropriate ICT to achieve successful diverse teams

Literature


Further reading will be distributed during the course.