



## Working with Difference

Working with difference is something that every manager who wants to become a leader has to learn. Because research clearly shows that you'll generate the best results when your team is made up of a diversity of cultures.

Your challenge is to learn to get comfortable working with people's different approaches, to reconcile them with your current approach and then to integrate the best thinking and approaches with your own. That way you'll be able to leverage the diversity for your collective success.

Attend this workshop to gain insight into your personal response to differences. And to learn tactics for managing them.

### How do I know I should attend this workshop?

1. Have you ever been wrong-footed by or had a strong emotional reaction to differences at work?
2. Have you ever thought 'these people are so different I just don't know what to do'?
3. Would you like a better understanding of how to work with difference?
4. Would you like to feel more confident when you're dealing with difference?
5. Might it help to investigate what others do in difficult and different situations?

If you answer yes to most of these five questions then this workshop is for you.

### What will I do?

In a group of 15-18 participants, you will work on:

- Investigating the issues that arise when working with difference
- Understanding your personal perspective and how it serves you
- Thinking through what it takes to work effectively with difference focusing on self-awareness, interpersonal skills and communication
- Tackling an email exchange to resolve a difficult and potentially derailing difference
- Analyzing a case study to see how difference matters when leading a global and remote team

### What are the outcomes?

By the end of this workshop you will have:

- Understood experientially the practical and emotional reaction to working with difference
- Worked through two theoretical frameworks for managing differences
- Practiced communicating through a lens of 'difference' both in a written and oral context
- Peer reviewed your skills and learned three new techniques for working with difference
- Analyzed a case study to draw all your learnings together



## How do I prepare?

Read 'Managing a Global Team: Greg James at Sun Microsystems' and be prepared to discuss these questions:

1. What are Greg James' strengths and weaknesses as a leader who has to work with difference?
2. What important issues does he face with his key stakeholders?
3. What should he do to improve his chances of success with his key stakeholders?
4. Why did we pick this case?

## Who is iOpener?

We develop people and organizational performance through the power of happiness at work.