



## Tolerance and the Global Culture



## Introduction

Tolerance is a virtue and an intrinsic part of the global human culture. It is observed at all levels: individual, organisational and national. With more than 200 nationalities living peacefully and successfully in the UAE, the UAE society has been an undisputed example of being a tolerant and inclusive country. Now, the Federal Government is keen to promote acceptance and understanding as core values of the society.

In order to efficiently apply the principle of acceptance, HNI is honored to introduce "Tolerance and the Global Culture Programme". In our complex and troubled global world, we hope some of the ideas, if utilized, will make a positive difference in the personal and professional worlds of all who explore their meaning and value.

Tolerance is not just a tool for coping, but a means for creating awareness and learning. It underpins all human activities and explains much of our behaviour. HNI's favorite analogy is to compare this concept to a beautiful jewel – hold it to the light, turn it around, and reveal its multiple dimensions.

## Target Competencies

- Work productivity.
- Employee motivation.
- Tolerance and acceptance.
- Self-confidence.
- Self-esteem.
- Building tolerance work relations.

## Target Audience

- All employees with different nationalities on various levels who want to understand how tolerance can increase work productivity, job satisfaction, and motivation. Also, all individuals who need to improve their relations with others on both the personal and work level.



## Why Attend

- In this workshop, we will discuss how to be tolerant specifically at your work place which in turn will increase your motivation, productivity, and job satisfaction. This workshop also develops the necessary skills for employees to improve their self-confidence and self-esteem which are very important for their career success.

## Workshop Objectives

**By the end of the workshop, participants will be able to:**

- Identify the art and science of being tolerant.
- Increase tolerance in the work place.
- Improve productivity and motivation on the job.
- Solidify a tolerance relation (bond) between employees and managers.
- Create a relaxing, yet motivating, work culture and atmosphere.



## Tolerance and the Global Culture

Duration: 3 Days

- **Global leaders and tolerance**
  - Tolerance and its characteristics
  - Key concepts and terminologies
  - Global leaders and influencers
  - Tolerance understanding and sensitivity
  - Global transformation
- **Tolerance and communication**
  - The culture differences
  - Communication resources
  - Global communication
  - Communication keys “Low-High Context”
  - Communication variables
  - Handling two swords at the same time
- **Tolerance in negotiation**
  - Conflict resolution
  - Negotiation across cultures
  - Assumptions and tolerance
  - International business tolerance framework
  - The price of failed negotiation
- **Tolerance and changing knowledge culture**
  - Change life spaces
  - Tolerance in a knowledge culture
  - Tolerance in changing organizational culture
  - Managing the knowledge culture



- **Tolerance and other management systems**
  - Global management
  - Challenges in global management
  - Strategic collaborations and mergers
- **Women as leaders in global tolerant business**
  - The current status
  - Global stereotypes about women in business
  - Barriers hindering the advantage of women
  - Women and overseas assignments
  - Balancing work and family
  - The future of women in a global tolerant business
- **Diversity in the global tolerant business**
  - Defining diversity
  - People on the move
  - Tolerance and diversity
  - Empowering workers
- **Tolerance and effective global market performance**
  - Global human performance
  - The ethical behavior framework
  - Tolerance and culture management
- **Tolerance and creating culture synergy**
  - Synergies implications
  - Cross cultural conflict and tolerance synergy
  - Synergy in organisational culture
  - Synergetic team management



- **Managing transitions and relocations**
  - Relocation challenges
  - Coping with transitional challenges
  - Global business etiquette
- Regional tolerance specifics
  - Doing business with middle easterners
  - Doing business with Latin Americans
  - Doing business with Asians and Australians
  - Doing business with Europeans
  - Doing business with Africans
  - Doing business with north Americans

## Training Programme Delivery

### HNI Delivery Methodology

HNI's learning intervention and training workshops are highly interactive, employing the most advanced learning approaches and techniques:



### The Accelerated Learning:

This methodology explores how the brain learns best. In a positive learning environment, which typically involves teamwork, collaboration, vivid colors on the walls, games, and activities – both hemispheres of the brain are engaged, leading to a whole mind and body experience for learners.

### Individual Learning Preferences – “Learning Styles”:

We encourage the engagement of all “Learning Styles” by including tools, activities and different ways of explanations based on the learner’s styles of “Honey & Mumford” four Learning Styles, that can be summarized as follows:

**Theorist** – Learners who are inherently theorists seek to understand the theory behind the action

**Activist** – Activists are people who learn by doing

**Pragmatist** – Pragmatists want to know how to put what they're learning into practice in the real world

**Reflector** – Reflectors learn best by watching people and thinking about what is happening





**The training workshops interactivity employs the Experiential Learning techniques such as:**

- Hands on Practice and Application
- Activities and Role-play
- Case Studies
- Business Simulations
- Learning Videos
- Reflective Ideas & Experience
- Group discussion and presentation

HNI workshops are built on the Andragogy principles and assumptions. As 'Malcolm Knowles' states that adults are "self-directed and autonomous learners" and the trainers are facilitators who promote and facilitate learning, dialogue, and reflection.

Our workshop is highly interactive as it employs the most advanced and latest thinking of adult learning principles and techniques. It promotes and incorporates the following adult learning theories:

- Action Learning
- Experiential Learning
- Self-Directed Learning

Moreover, the workshop adopts the Learner-Centered Approach; which fosters collaborative learning, self-directed learning, active participation, dialogue, critical thinking, reflection, and problem solving.