



London TDM

# Administration and Office Management Training Courses

**Course Venue:** Malaysia - Kuala Lumpur

**Course Date:** From 09 August 2026 To 13 August 2026

**Course Place:** Royale Chulan Hotel

**Course Fees:** 6,000 USD

## Introduction

In today's globalized business environment, the ability to manage and lead cross-cultural teams effectively is crucial for organizational success. This 5-day professional course, "Cross-Cultural Office Management Skills," is designed to equip participants with the necessary skills and knowledge to navigate cultural differences, build cohesive teams, and enhance productivity within a diverse workplace setting.

- Understand key concepts of cross-cultural communication and management.
- Identify cultural differences and their impact on office dynamics.
- Develop strategies to effectively lead and manage multicultural teams.
- Enhance interpersonal skills to foster a collaborative work environment.
- Implement best practices for conflict resolution in a cross-cultural context.

## Course Outlines

### Day 1: Introduction to Cross-Cultural Management

- Definition and importance of cross-cultural management.
- Overview of cultural dimensions theories (e.g., Hofstede, Trompenaars).
- Understanding cultural stereotypes and biases.
- Case studies on cultural misunderstandings in the workplace.
- Interactive exercises on cultural self-awareness.

### Day 2: Effective Cross-Cultural Communication

- Elements of communication and cultural influences.
- Barriers to effective cross-cultural communication.
- Non-verbal communication across cultures.
- Developing active listening skills.
- Role-playing scenarios to practice communication techniques.

### Day 3: Leading Multicultural Teams

- Leadership styles and cultural considerations.
- Building trust and cohesion in diverse teams.
- Motivating team members from different cultural backgrounds.
- Delegation and decision-making in a multicultural context.
- Group activities to model leadership challenges and solutions.

### Day 4: Conflict Resolution and Problem Solving

- Understanding conflict in multicultural settings.
- Techniques for mediating cross-cultural conflicts.
- Negotiation strategies and cultural influences.
- Role of empathy in resolving workplace conflicts.
- Workshop: Real-world conflict resolution exercises.

### Day 5: Best Practices and Implementation

- Review of key concepts and skills learned.
- Developing a personal action plan for ongoing improvement.
- Case studies on successful cross-cultural office management.
- Implementing diversity and inclusion initiatives.
- Course feedback and certification ceremony.