

Cross-Cultural Leadership Development

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MultiCultural
Business
Solutions

1. Introduction

How do we introduce ourselves and why?

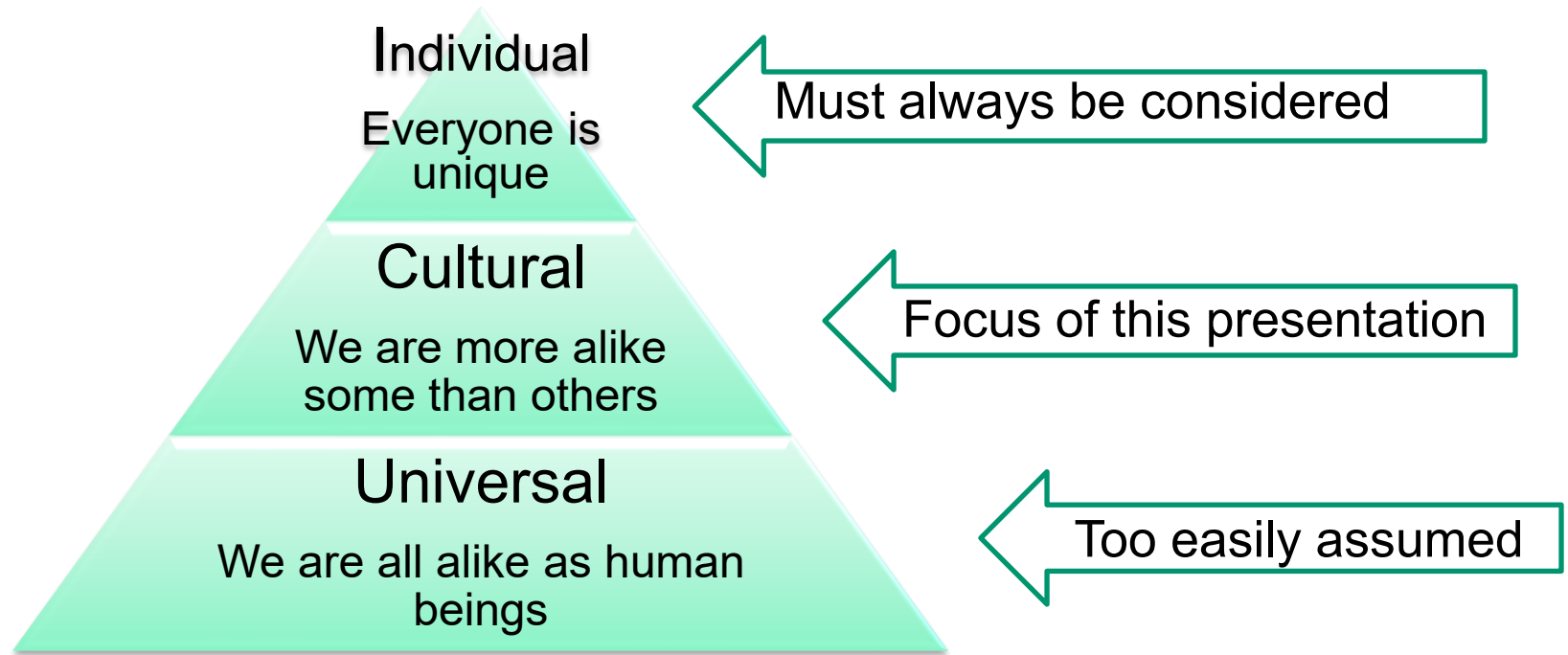
1. 25 years of experience delivering presentations and facilitating workshops in 25+ countries
2. Presented to the executive teams of many organizations headquartered in 10+ different countries
3. Graduate of the Ecole Polytechnique de Paris
4. Client list includes many Fortune 500 organizations
5. Ph.D. from Caltech
6. Author of three books

2. Key Cross-Cultural Concepts Definition

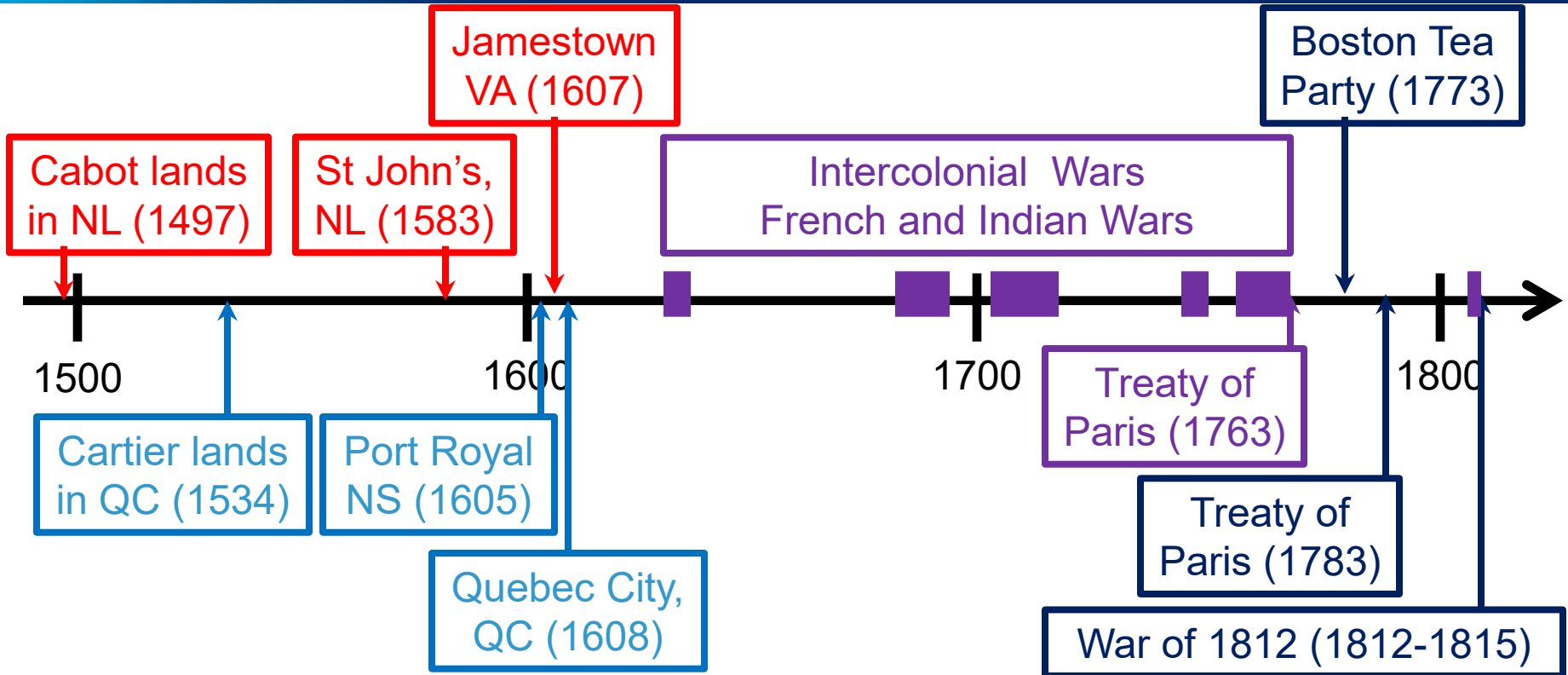
Culture is the way we do things when nobody tells us what to do



2. Key Cross-Cultural Concepts Personality, Culture and Humanity



2. Understanding Canada Conflict Avoidance



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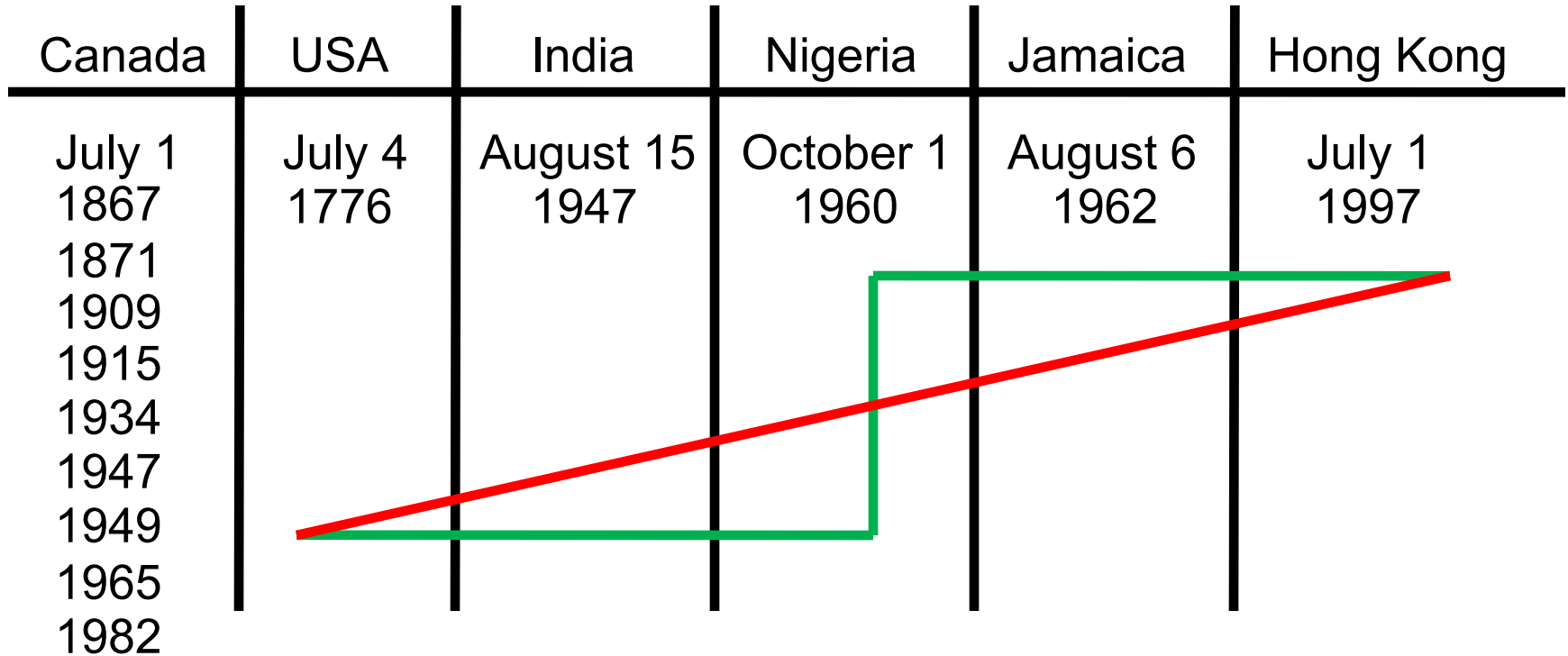
- 1763: Treaty of Paris
 - England takes control of the Eastern part of North America
 - **George III takes control of western expansion**
 - **England is broke and asks its American colonies to pay taxes**
- 1773: Boston Tea Party
- 1775: **An American army fails to invade Canada**
- 1776: U.S. Declaration of Independence
- 1783: Treaty of Paris
 - **Loyalists move to Canada**
- 1812: **The US try to invade Canada and fail a second time**
- 1844: **“54’ 40 or Fight”**
- 2024: **“51st state”**

2. Understanding Canada Conflict Avoidance

- French Canadians and English Canadians have been compelled to share the same space since 1763
- Neither side was strong enough to force the other to do things their way
- If conflict was pushed too far, Americans would invade
- Avoiding conflict in general and conflict with the US in particular is essential to Canadians
- This made conflict avoidance a fundamental part of Canadian culture
- The algorithm Canadians use to resolve conflicts is significantly different from the algorithm other cultures use to resolve conflicts

2. Understanding Canada

How do people like change to take place?



2. Understanding Canada Specialization

Horizontal Breadth




Generalists

Vertical Depth -
Specialists

Most expatriates and immigrants tend to describe their experience and knowledge in broad terms.

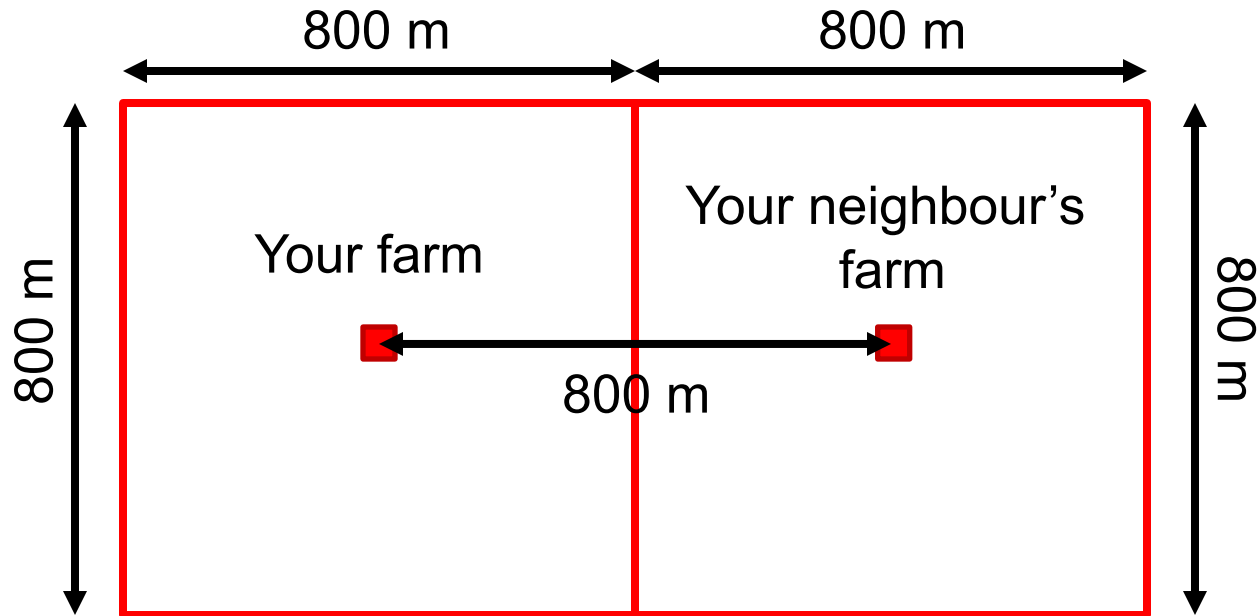
Canada is a country of specialists who are looking for specialized knowledge and in-depth experience.

2. Understanding Canada Networking the Canadian Way

Ind. Sector Profession	Technology - IT - Hardware - Chips, etc...	Financial Services - Retail banking - Investment banking - Life / auto insurance...	Oil and Gas - Upstream - Midstream - Downstream...	Etc...
Engineering - Chemical - Mechanical...			 3	
Accounting - Taxation - Financial analysis...		 2		
Human Resources - Recruitment - Payroll...	 1			
Etc...				

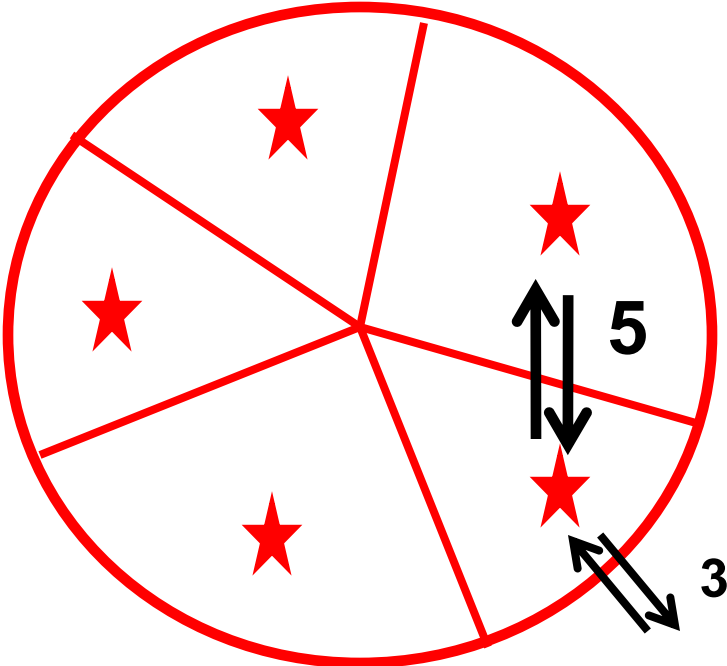
2. Understanding Canada Individualism

Homestead: 160 acres (65 ha) for \$10

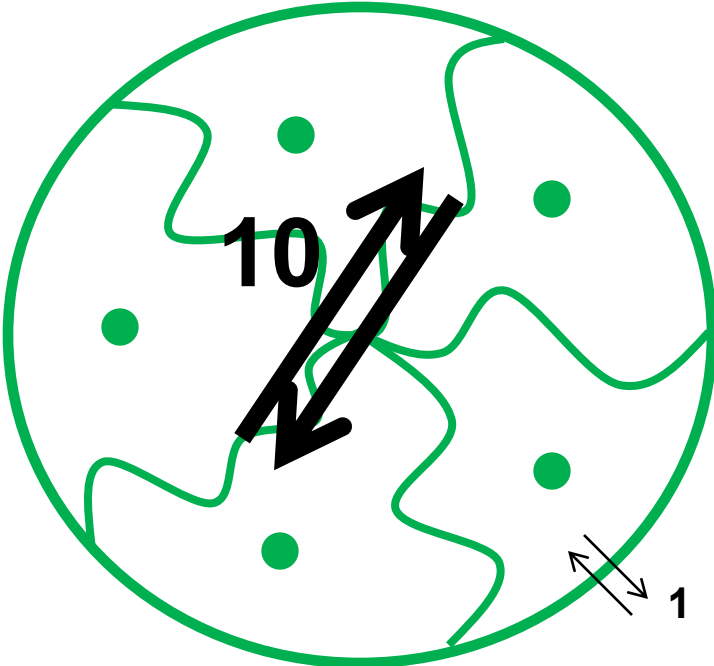


2. Understanding Canada Teamwork

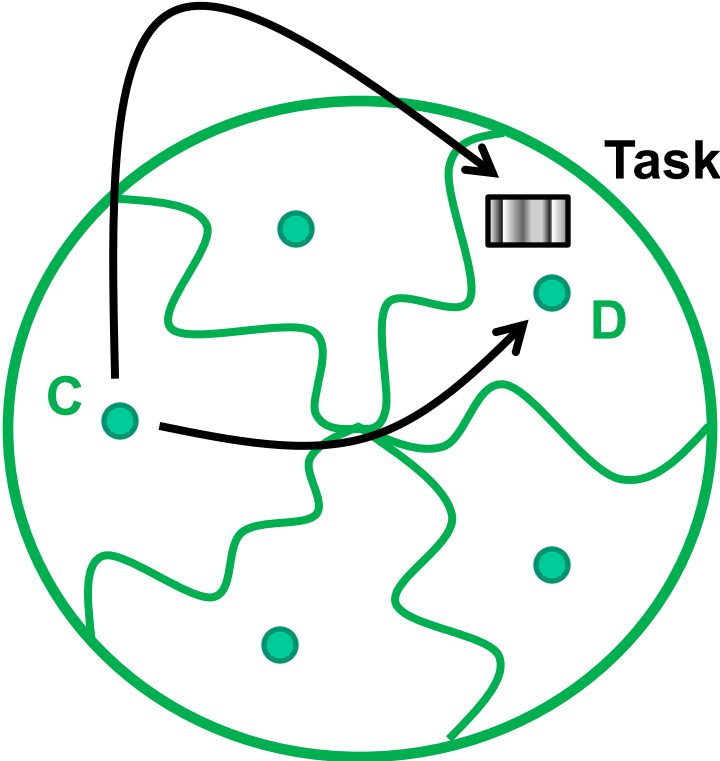
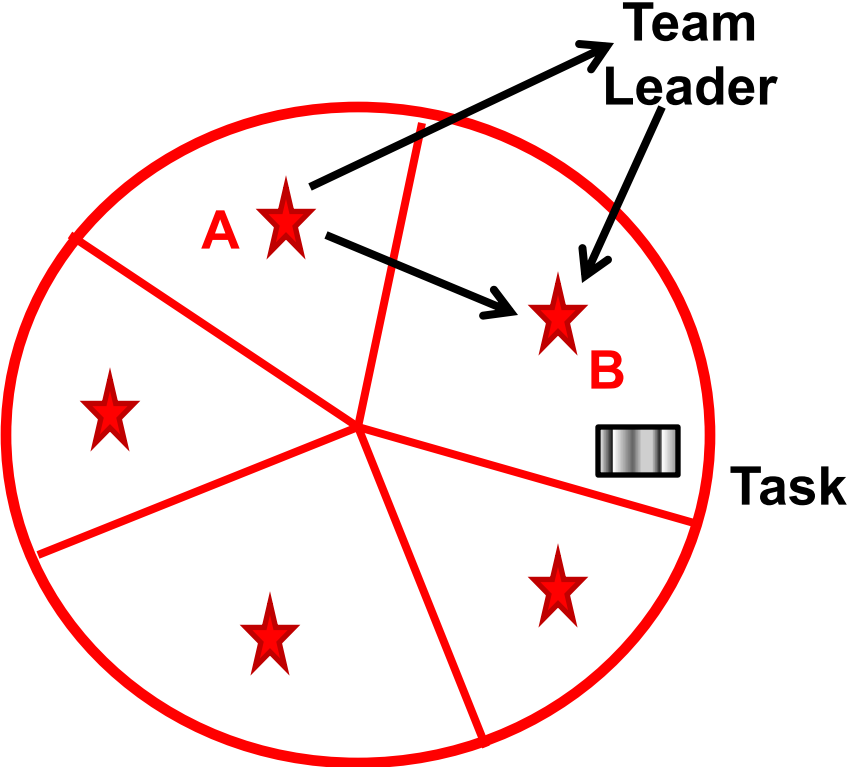
Individualistic



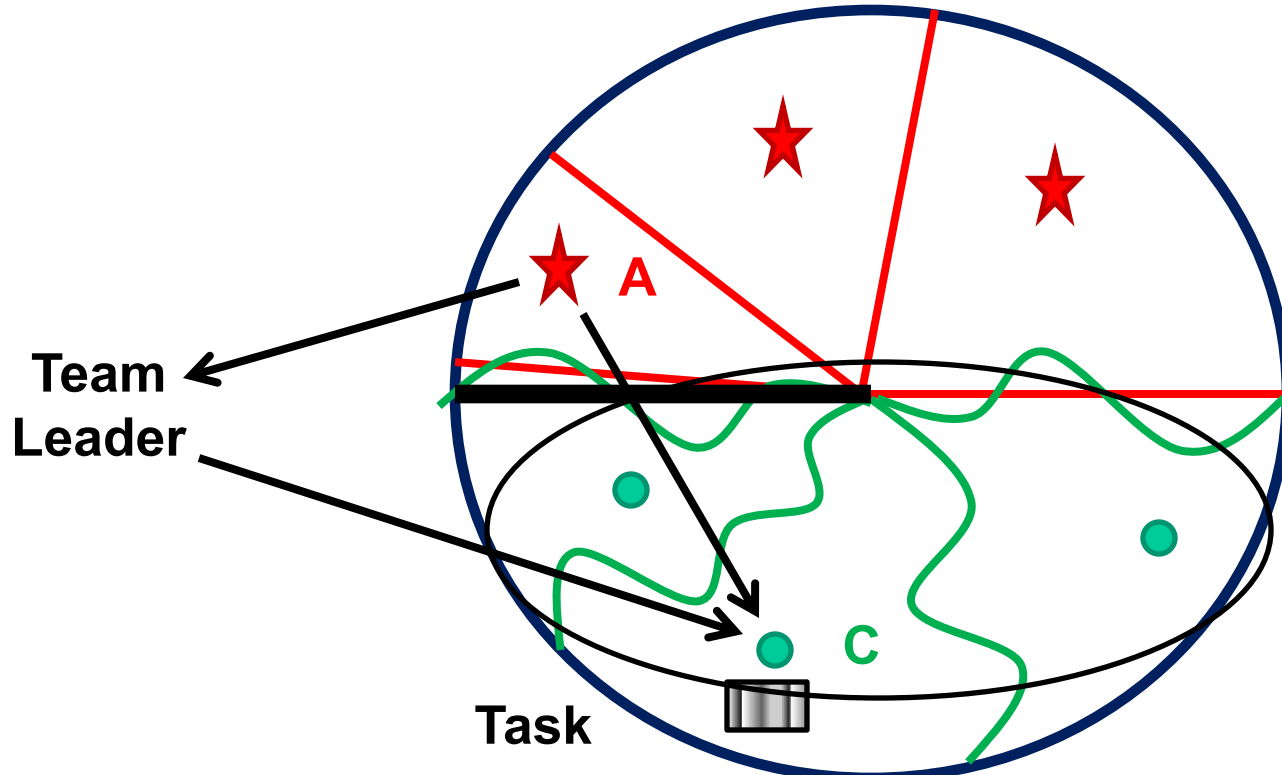
Collective



2. Understanding Canada Accountability



2. Understanding Canada Accountability in Multicultural Teams



2. Understanding Canada Accountability in Multicultural Teams

