

# Solving intercultural diversity challenges in teams

lunch & learn

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bio.

**sahar gasgari-luu**

founder | diversity coach | intercultural trainer | speaker | moderator

[mail@wsion.ch](mailto:mail@wsion.ch)

<https://wsion.ch/en>

# agenda

- diversity management dimensions
- varying challenges in intercultural team environments
- effect on employees' top performance and well-being
- intercultural communication for on-boarding and employee retention
- short insight in a step-by-step strategy

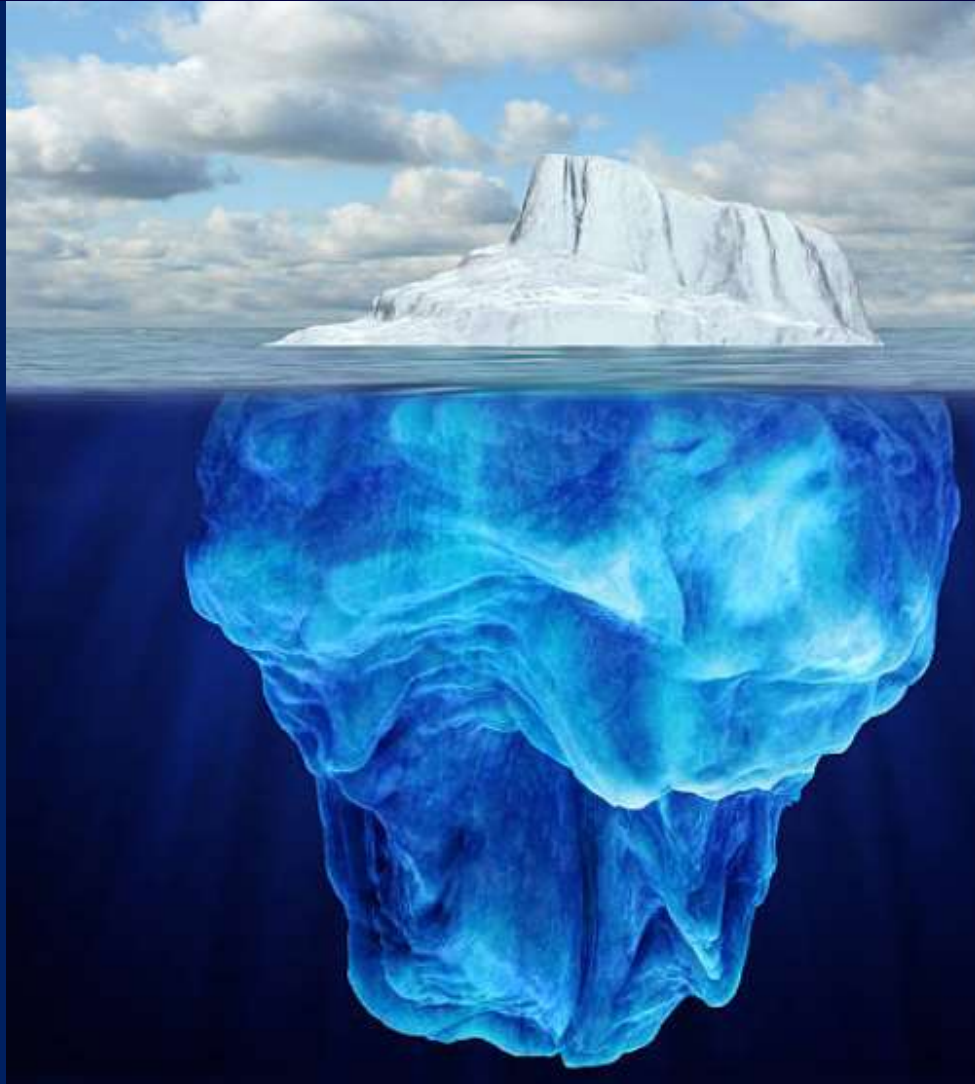
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dimensions.



**it's all about interculture.**

**culture.**



# challenges

- **globalisation**
- **increased expectations for employees and leading executives**
- **workload**
- **on-boarding and employee (talent) retention**



# c o r o n a

- ... **1** increased Zoom calls
- ... **2** home office
- ... **3** new candidates and hires
- ... **4** communication via face or sound of voice
- ... **5** team building and relationships

## why is the intercultural human factor important in diversity?

- under-estimated
  - ... > communication with external parties
  - ... > communication with subsidiaries
  - ... > communication internal instances

**let's talk about facts.**

# failings

- ... **1** missing awareness and understanding
- ... **2** fail to customize onboarding and employee retention
- ... **3** fail to provide intercultural trainings and team-building
- ... **4** missing commitment of management of board
- ... **5** missing representation of role models in leading positions and networks
- ... **6** lacking mentorship and long-term coaching

# strategy.

# strategy

- ... 1 **Assessment of the current situation**
- ... 2 **Develop a DEIB strategy with an inclusive on-boarding program with intercultural preferences**
- ... 3 **Establish Leadership commitment**
- ... 4 **Create Awareness and Intercultural Training Programs**
- ... 5 **Implement Regular Feedback rounds and employee surveys**
- ... 6 **Foster Employee Resource Groups (ERGs) and Intercultural networks**
- ... 7 **Assign Mentors and Buddy Programs**
- ... 8 **Monitor and Measure Progress**
- ... 9 **Communicate about changes and improvements transparently and continuously**
- ... 10 **Conduct offboarding interviews with key learnings**
- ... 11 **Start over again, learning life cycle never ends**

# s o l u t i o n s .

# solutions

- ...**1** establish intercultural trainings and buddy programs
- ...**2** develop intercultural tailored on-boarding processes and team-building workshops
- ...**3** implement diversity and inclusion trainings
- ...**4** create task forces
- ...**5** implement continuous feedback rounds in the on-boarding process and afterwards
- ...**6** delivering continuous communication and showing commitment by management board and role models
- ...**7** foster an inclusive working environment with psychological safety



# recommendations

## On-boarding

- 1** - training general interculture new hire and team members
- 2** - team-building and strengths analysis
- 3** - buddy, contact person
- 4** - networks
- 5** - activities

## Employee (talent) retention

- 1** - coaching culture sensitive long-term employee and team members
- 2** - personal development
- 3** - continuing tasks based on strengths
- 4** - continuing team-building
- 5** - leadership building & long-term coaching
- 6** - mixed networks
- 7** - activities

**l e t ' s   g o   d i g i t a l .**

Thank you. Merci vielmals.  
Merci beaucoup. Grazie mille.  
Kheyli mamnoon.

sahar gasgari-luu

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[mail@wsion.ch](mailto:mail@wsion.ch)

<https://wsion.ch/en>



