



**Your name:**

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**Virtual intercultural teams**

**Session 8:**

**My competences for working in a virtual intercultural team**

**Learning journal**



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8.4 Key areas of virtual intercultural competence and my personal achievements

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8.5 ...and the journey continues

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## ► 8.4 Key areas of virtual intercultural competence and my personal achievements

**⏵ Openness: New Thinking**

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|  | **Changing your work routines** |

Think about a situation in a virtual team you are (or have been) part of where you had to adapt your work routines (e.g. use a new IT software, switch to another language, work with new colleagues). What was the main challenge for you? What has helped you to come up with new ideas? Which competences are important to successfully manage this change? How could you develop them further? Note down your ideas and strategies for New Thinking.

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**⏵ Openness: Welcoming attitude**

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|  | **Joining a team (1)** |

Remember your thoughts and feelings when you joined a virtual team for the first time, either in your professional or your private life. What did you do differently in comparison to a personal meeting? How did you behave in this situation and how did your new teammates? Do you also remember some inner hurdles and hesitations you might have had? What helped you to get in contact with your colleagues? What have they done to welcome you as a new team member?

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Note down the three main lessons learned from this experience in your learning journal. In addition write a short commentary as to what was helpful in dealing with the situation well and what you would do differently the next time. The strategy you used is a valuable resource to remember when you become part of a new virtual team again or when new members join a team you are already part of.

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**⏵ Openness: Acceptance**

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|  | **Dealing with irritating behaviour** |

If you think about your experiences in a virtual team: Which behaviour of one of your colleagues did you perceive as impolite, rude, disturbing or annoying? Which thoughts and strategies have helped you to overcome your negative emotions? Reach out to a friend or a colleague and ask them how they cope with a behaviour they cannot understand at all.

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**⏵ Communication: Ensuring co-construction of meaning**

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|  | **Joining a team (2)** |

If you think back on a situation when you joined a (virtual) team in your professional or private life: What was important for you in order to quickly become acquainted with colleagues, responsibilities, working processes etc.? What might have confused you?

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In the light of your personal experiences: What do you think should be done if new colleagues will enter a team you are already part of? What could you do yourself? Note down your ideas.

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**⏵ Communication: Exposing positive intentions**

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|  | **Dealing with a touchy topic** |

Referring to the example case of Zamil, write down the conversation Zamil might have had with his colleague (only Zamil's part). What could Zamil have said (quote!) to express his positive intentions? Note down the beginning of the conversation, and how he cultivates the relationship. Also write down how he approaches the touchy topic by showing his positive intentions.

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**⏵ Communication: Being receptive to communication styles**

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|  | **The interaction between the team lead and the employees** |

Please watch the Youtube video "How Teams Can Meaningfully Connect Remotely" by Simon Sinek, starting from minute 2:15 until you reach minute 8:15, and have a look at the interaction between the team lead and the employees. When doing so, pay particular attention to the non- and para-verbal communication of all participants. Choose four spots or situations and analyse and interpret them from the perspective of the team lead. It may be helpful to either describe them or take a screen shot to indicate which one you are referring to.

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In a second step think about how you, as a team lead, would react to accommodate the needs of your team members.

Which of the ideas present in the video would help your team to communicate better?   
Choose two ideas and argue why you would be ready to integrate them into your teamwork.

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**⏵ Culture-reflexive knowledge: Sensitivity to context**

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|  | **Contextual issues** |

Think about one person you worked with recently and draw an image of that person indicating the many contexts he or she may be involved in. Do the same for yourself and think about your own contextual issues and how they influence your work day and work processes. Note down three examples of how your contextual issues influence your work and how context is likely to influence your co-worker or team members.

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**⏵ Culture-reflexive knowledge: Global social positioning**

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|  | **Privileges** |

Have a look at the following checklist (see link below) that lists over 130 privileges. Choose three categories and put a cross on each sentence that you can confirm.

<https://sites.google.com/a/u.boisestate.edu/social-justice-training/about-us/our-training/privilege-checklist>

Now answer the following questions:

How many privileges do you have? How does it make you feel?

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Name one disadvantage you face yourself. How do you handle it? Give an example.

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How do you handle disadvantages of others? Give two specific examples

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**⏵ Negotiating culture: Seeking options for action**

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|  | **Developing the communication flow within the team** |

Referring to the example case: As Hülya suffers from the missing communication flow in the team she decides to think about collecting ideas for fostering the team's communication flow. Put yourself in the shoes of Hülya. What would you think of in a context in which people have no or very limited opportunities to meet face to face and a not enough technical device to strengthen the communication flow? Note down your ideas.

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**⏵ Negotiating culture: Enabling synergies**

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Go back to the exercise of the common triangle in session 5, section 5.5 (Creating mutuality in intercultural and interdisciplinary virtual teams). Choose two areas where you detected differences. Looking back at these, which potentials for synergies do they entail and how could synergies look like?

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