Coach Multi Cultural Teams, To Create Belonging In The Team

Presented By Linda Berlot
September 2024

About The Founder:
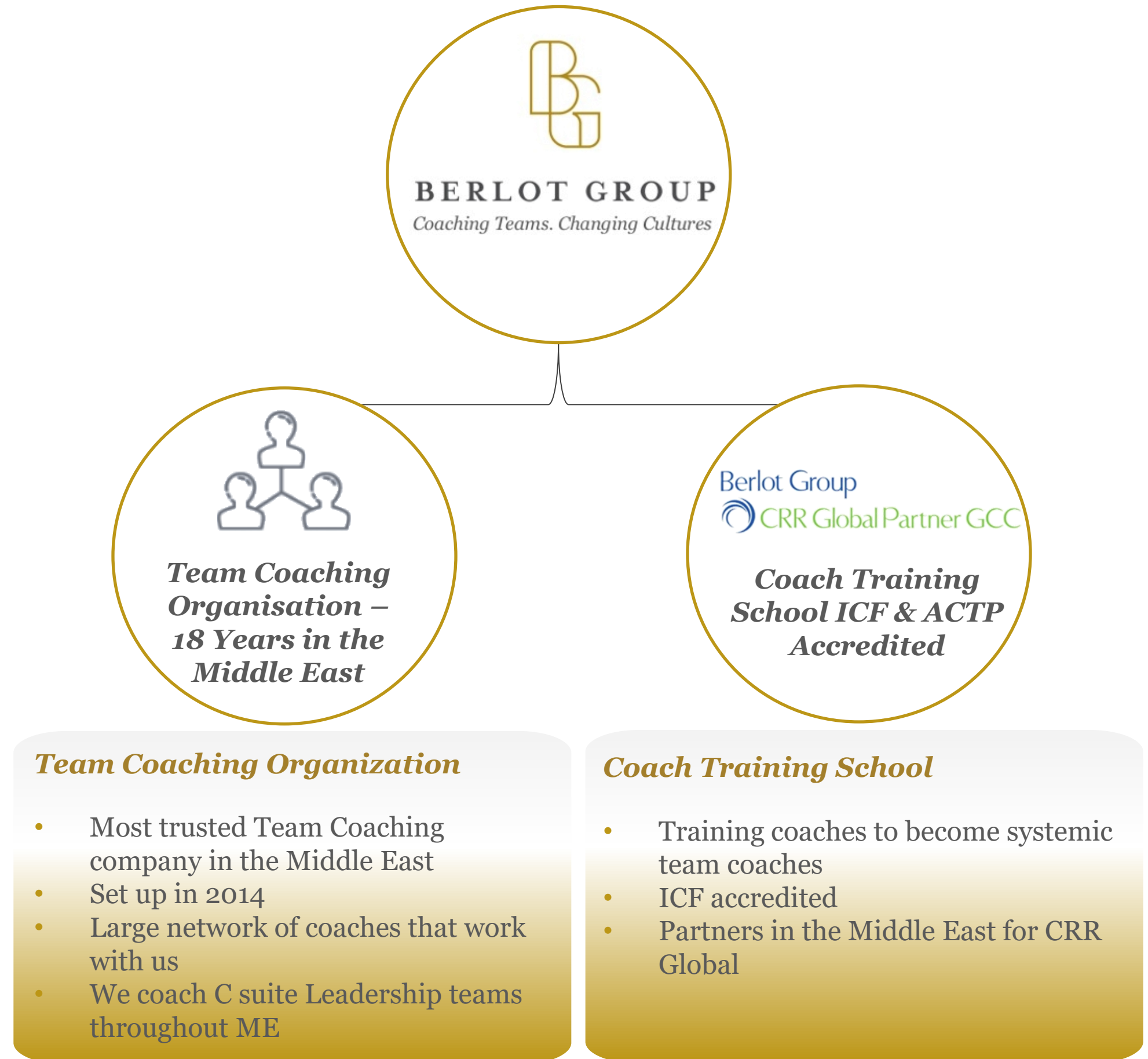
Linda Berlot, ORSCC PCC

*Linda Berlot an Entrepreneur and CEO of Berlot Group.
She works with executive C Suite leadership teams to address
intangible hurdles that exist around trust, conflict,
communication and intercultural issues, so that they may adopt a
better, more collaborative way of working together,
and by doing so, meet their Goals & Objectives.*

- CEO, Berlot Group
- Professional Certified Team Coach since 2008 - ICF
- Italian - 20 years in the UAE working across the ME
- Over 22 years corporate experience
- Coached + 300 teams
- Coached +1600 individuals
- CRR Global – Senior Faculty & International Trainer
- CRR Global (ORSC)– Director of Global Faculty Development
- CRR Global Partner for the GCC licensed to deliver the ORSC coach training program throughout the GCC

Who We Are

Bring Peace to the World, by Coaching Teams to Fight Right

BERLOT GROUP
Coaching Teams. Changing Cultures

Team Coaching Organisation – 18 Years in the Middle East

Berlot Group
CRR Global Partner GCC

Coach Training School ICF & ACTP Accredited

Team Coaching Organization

- Most trusted Team Coaching company in the Middle East
- Set up in 2014
- Large network of coaches that work with us
- We coach C suite Leadership teams throughout ME

Coach Training School

- Training coaches to become systemic team coaches
- ICF accredited
- Partners in the Middle East for CRR Global

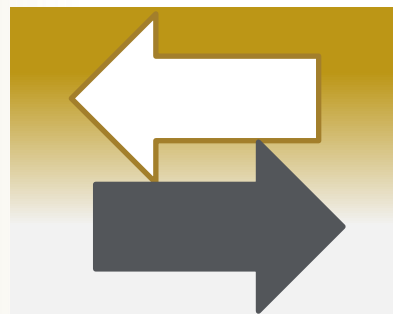# Some Issues
Team Coaching Addresses
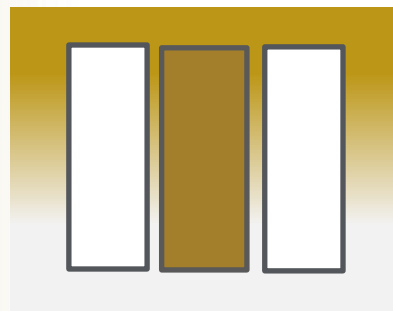
 Intercultural/ Diversity Issues

 Resistance To Change

 Miscommunication & Conflict

 Lack of Alignment

 SILOS

**Team (Systems) Coaching
Is An Intervention
That Involves
Coaching Intact Teams, Rather
Than Individuals.**

Team Coaching Explained

What Is Team Coaching ?

A facilitated process that moves teams from where they are to where they want to be:

- Focuses on the team as a whole
- It creates alignment and moves the team away from expectations to creating agreements (behavioral contracts)
- A team coach will use tools and skills to facilitate conversations at a depth the team may not have experienced before

What Team Coaching Is Not

- Its not Training
- Its not Individual 1:1 coaching
- Not Counseling/ Therapy - it may feel like it
- Team building – behaviour must change back in the workplace

ICF
Kuwait
Chapter

Introduction To Our Team (Systems) Coaching Model

Our Workshop Team Coaching Model

We use an integrated and robust team coaching model that allows us to deliver the content in a way that is engaging.

- **ORSC** Team Coaching model is created by CRR Global
- **ORSC** – Organisation & Relationship Systems Coaching model
- The model is based on Relationship Systems Intelligence (RSI)
- This model is used as an operating system for client engagements
- Creates conscious, intentional relationships
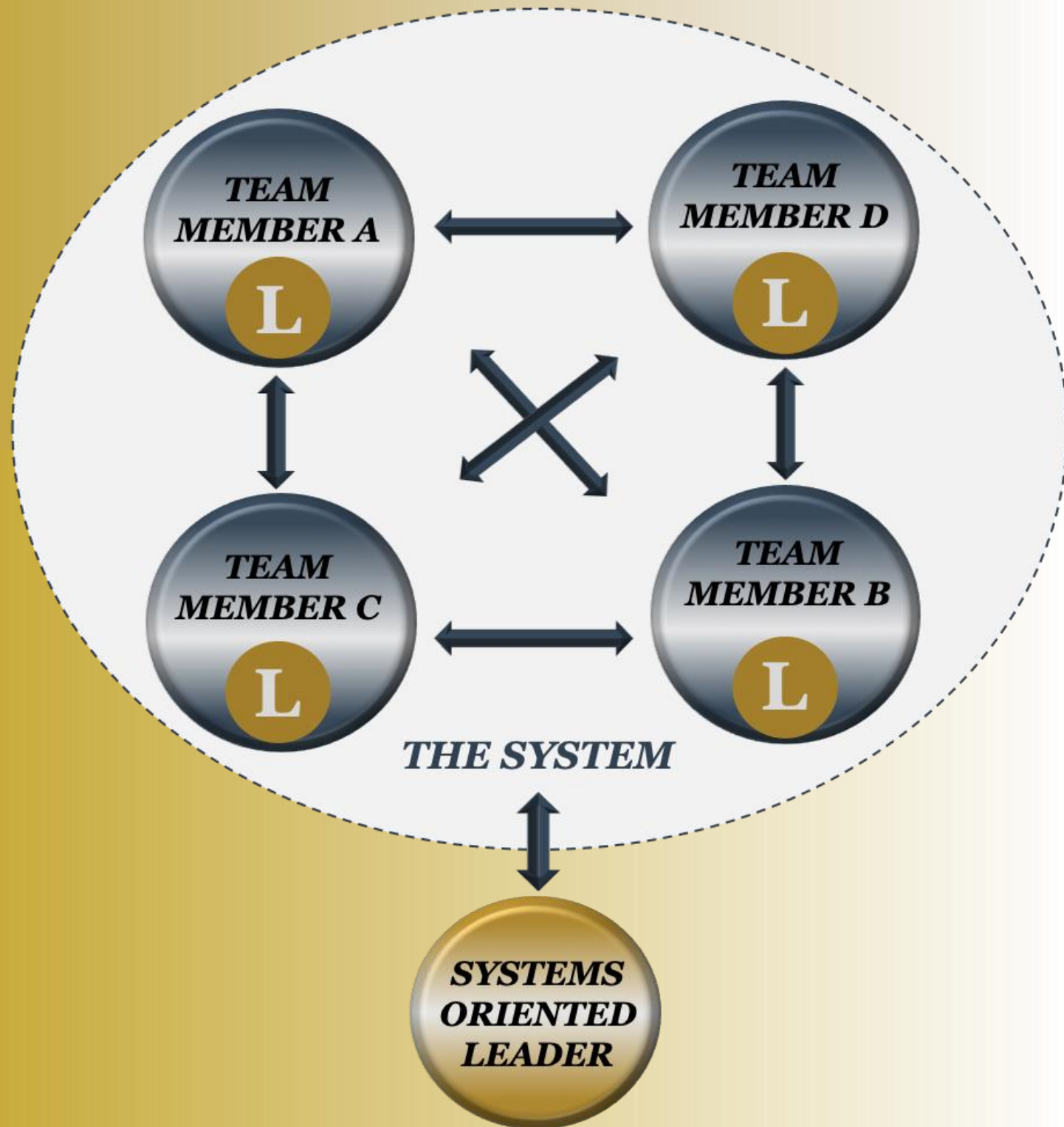
Benefits Of Team Coaching

Benefits Of Team Coaching

- Development of a powerful team spirit, enhanced team culture
- Increased productivity & positivity
- Development of empathetic understanding of each others' points of view
- Conflict Resolution
- Reduction of "silo" mentality - improved collaboration and cooperation
- Empowers creativity and resourcefulness
- Improves relationships and communication
- Minimises misunderstanding and mistrust
- Leads to natural collaboration and alignment
- Development of conflict resolution skills and rapid resolutions
- Conflict is not viewed as negative. Team members learn to engage in positive passionate conflict rather than negative conflict
- Increases appreciation and respect for each other's views and differences
- Increase accountability
- Increase trust, rapport, and alignment in relationships and on teams

Statistics Supporting Team Coaching

- Working relationships with direct reports improved (reported by 77% of executives)
- Working relationships with immediate supervisors improved (71%)
- Teamwork and collaboration improved (67%)
- Working relationships with peers improved (63%)
- Job satisfaction increased (61%)
- Conflict reduction (52%)
- Organizational commitment increased (44%)
- Working relationships with clients improved (37%)
- Increased Productivity (reported by 53% of executives)
- Quality Improvement (48%)
- Organizational strength (48%)
- Increased Customer service (39%)
- Reducing customer complaints (34%)
- Increased Retention of executives who received coaching (32%)
- Cost reductions (23%)
- Bottom-line Profitability Increased (22%)

The Gift Of Working With Multicultural Teams:

- Different ways of looking at issues

- Ability to problem solve more Creatively

- Wider perspectives that challenge our own

- Learn to appreciate different cultures

- Cultural Agility – ability to navigate different cultural spaces

- Learn to communicate across cultures

ICF
Kuwait
Chapter

Challenges That Emerge In Multicultural Teams

- No Commonly understood norms
- We assume that what we see, is what is meant (E.g. hand gestures)
- Communication Challenges: Direct vs Indirect ways of communicating
- Communicating up and down the ranks
- How we show respect is different – inadvertently offend each other
- How we have conflict is different
- How we earn and give trust is different
- How we view time and timekeeping
- How we make decisions

ICF
Kuwait
Chapter

How Do We Create Cultural Agility In Teams

- Remember that different is not wrong, its just different
- Understand that there are different world views:
  - ❖ Honour/ Shame
  - ❖ Guilt/ Innocence
  - ❖ Power/ Fear
- Work to create 3rd Cultural spaces. A space that is inclusive of me and you, and accepting of our differences
- Create conversations and team charters that define how we as a team want to: show respect, give and earn trust, how we want to communicate
- Encourage team members to be Cultural learners vs Cultural Critics E.g. Curiosity, grace, and believing in positive intent

ICF
Kuwait
Chapter

# Tips to Create Safety in Multicultural Teams

To create a culture of safety and belonging in the team, it is important to role model the behaviours we want our team members to show:

- Curiosity: the ability to ask questions

- Self manage judgment: don't make assumptions, check to see if these are correct before believing they are

- Being open to influence: move away from a fixed right/ wrong mindset

- Remember that just because you have a different experience does not mean, that your colleagues experience is not valid

- Step into Relationship first: then deal with the challenge

- Respect each opinion/ voice, even when different to yours: Each voice has a right to be heard and respected

ICF
Kuwait
Chapter

To Conclude
Teams Evolve When .....

- They feel free to engage in positive conflict without fear - conflict is not painful, its creative
- When they freely discuss failures – and learn from mistakes
- When they consciously focus on creating positivity (5:1 ratio)
- When they are open to hearing each other and advocate each others positions even when they disagree
- When roles belong to the system – leadership role is shared
- When they feel safe enough to give and receive feedback (this may take time)
- When a team is WE centered

ICF
Kuwait
Chapter
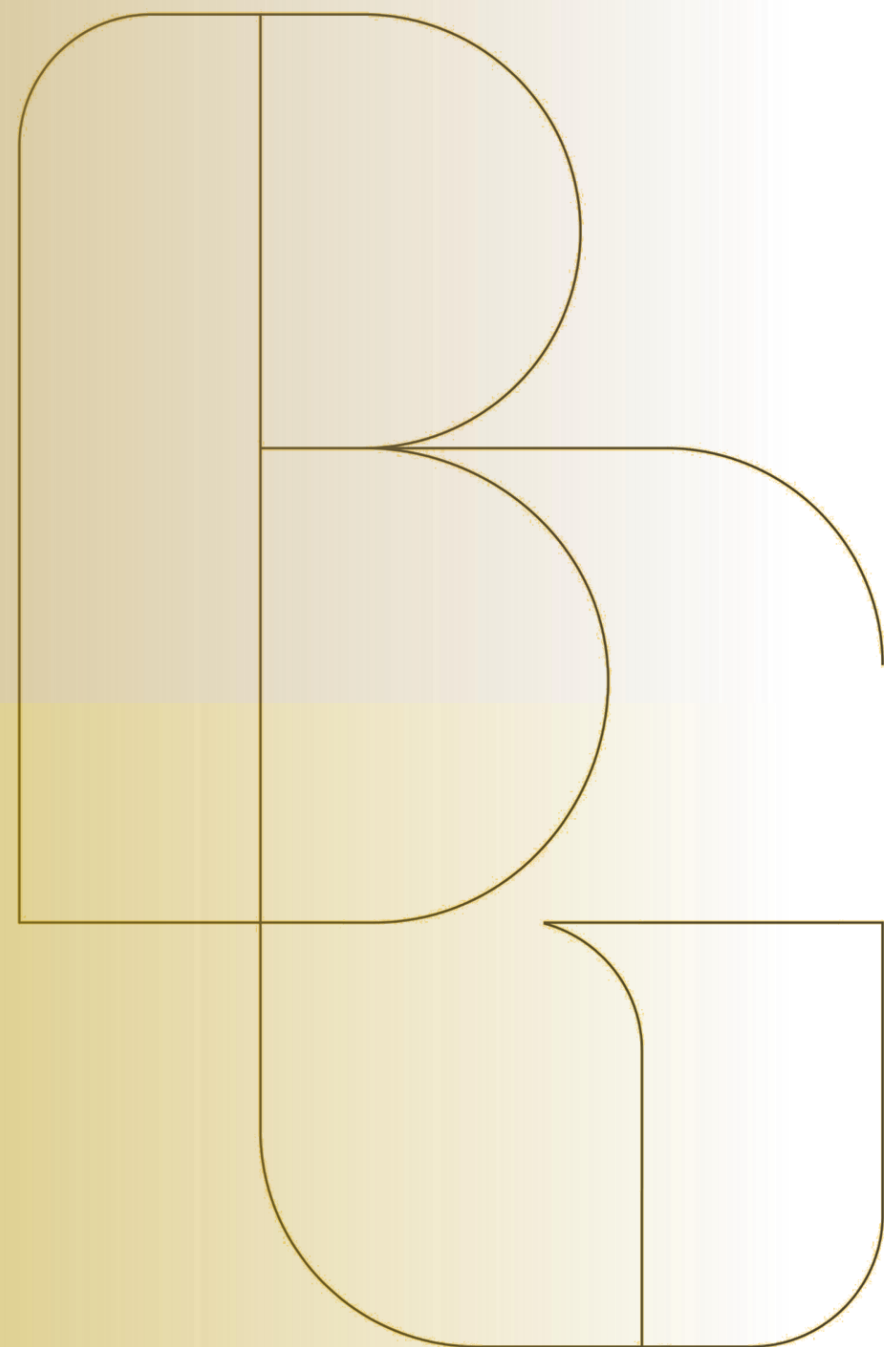
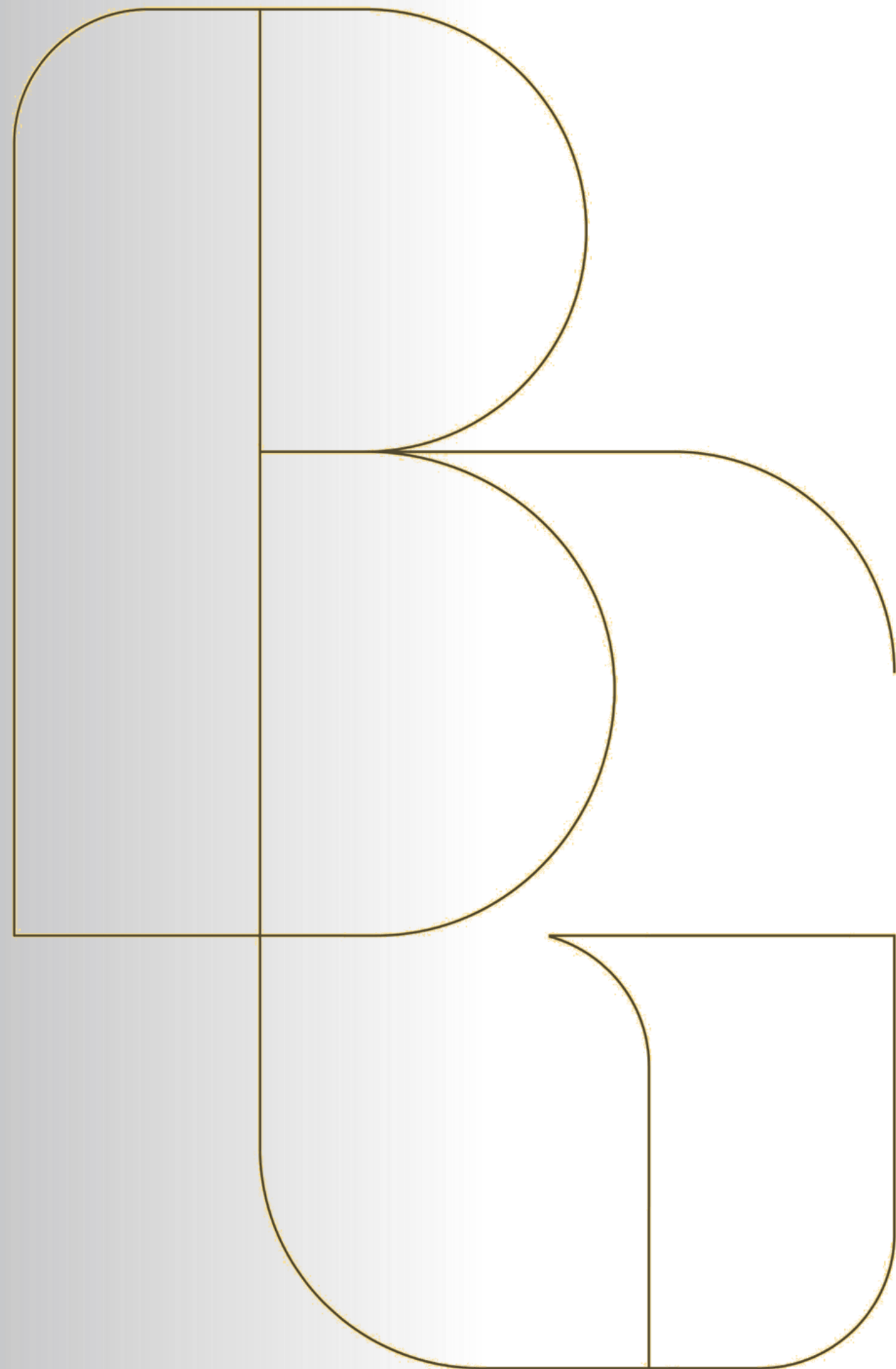**Any Questions – Ask Away !**

Contact Us

Berlot Group

Berlot Group & ORSC Dubai

info@berlotgroup.com

Linda_berlotgroup

ICF

Kuwait
Chapter

Thank You