Summary and Reflection Paper

Name

Course

Tutor

Date

The topic of cross-cultural communication was of profound importance as it enabled me to get a lot of knowledge and insight on various concepts and theories needed for developing effective communication skills which will promote productivity and growth in the today’s global business world. I anticipate working in a big and recognized multinational corporation which has business operations in different parts of the world and therefore the subject of cross-cultural communication would be of significant influence in the management and leadership of these global firms.

I am currently attached at the Airtel Limited at the Human Resource Department, and the company operates in different countries and nations all over the world to provide the telecommunication services. Therefore, I believe that at one particular time I will be posted in an entirely different culture, for instance, the African culture and the knowledge gained from the cross-cultural communication will enable be to better my leadership and management skills by integrating the appropriate communication skills needed in different cultures.

Besides, the topic also allowed me to appreciate the fact that the cultural diversity can cause significant communication problems which can reflect the decreased productivity in the company. Cross-cultural communication topic will also enable me to make an effective and strategic decision while having in mind that communication between individuals from different cultures may vary styles, age, race, ethnicity, sexual orientation among others. Moreover, the intercultural communication knowledge in the international and global workplace will be vital in enhancing my leadership and management skills. This is because I will be able to know and understand the diversity of my team by determining their focus, priorities, and desires and also enable me to determine the paradigms and cultural sensitivity through the integration of self-assessment process into the workplace.

**Specific change to make in behavior**

The self-assessment which I had earlier conducted in the course was indeed necessary for the development of new skills and competencies at the same time adopt new changes which will be integral in the successful leadership and management in the company. The self-assessment was also a helpful process in the self-reflection and adoption of the appropriate change in fostering growth and development in the organization. One particular change I will have to develop is my attitude concerning different people coming from different cultures and more specifically people from different religious background. Changing these perceptions will enhance my competencies and leadership skills and behaviors which will, in turn, reflect the increased company’s performances; therefore, I need to establish global leadership competencies which are integral to the achievement of the competitive advantage in the international organizations.

Similarly, the change of behaviors in the leading people from the different cultural background will integrate the establishment of the global mindset in leadership, developing the cross-cultural communication skills and respecting and acknowledging the cultural diversity of people to motivate them and make them feel appreciated and recognized. The mentioned competencies are with no question paramount to the success of the global business and workplace. Nevertheless, one of the critical leadership skills I will have to adopt in the management and leadership of the multinational companies is having an open mind while handling employees and making decisions in these organizations. Notably, I have to understand the fact that leadership is not only concerned with opening doors together with growing others but also maintaining an open mind in the process of opening doors and developing others. Thus, I will have to be open-minded and flexible in my thoughts and tactics.

**Reference**

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Maude, B. (2011). *Managing cross-cultural communication: Principles and practice*.

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