Effective Leadership and Teamwork in an International Purchasing Environment

Bob Dignen, York Associates

4 September 2019
What do I do?

➢ Director of York Associates (UK)

➢ Trainer, coach, facilitator and author

➢ Help people to communicate and collaborate **better** to achieve **better results** **internationally**

➢ Enhance thinking, behaviour and collaborative practices
Am I necessary?

Competing across borders
How cultural and communication barriers affect business
A report from the Economist Intelligence Unit

Please state the extent to which you agree or disagree with the following statements:
(% respondents)

Lack of clarity in our cross-border internal communications often results in lost productivity

In addition to strongly agreed, 20% also agreed = 83%
11m Euros

100m USD
What is extra challenging about ‘international’ working?

The Big 3

Language

Culture

Distance / Time zones
What *are* the core ‘international’ challenges?

- Uncertainty
- Diversity
- Complexity
- Paradox

Business result impact!
What is ‘relationship’ for you?
What is ‘team’ for you?
A - attitude
B - behaviour
C - co-creation
A - attitude
B - behaviour
C - co-creation
Thinking, Fast and Slow
Daniel Kahneman

The Invisible Gorilla
How Our Intuitions Deceive Us
Christopher Chabris and Daniel Simons

Predictably Irrational
The Hidden Forces That Shape Our Decisions
Dan Ariely

The Mindful Entrepreneur
Includes FREE resources, tools and templates

The 25 Cognitive Biases
Uncovering The Myth Of Rational Thinking
Charles Holm

York Associates
Communicate professionally anywhere
A - attitude
B - behaviour
C - co-creation
Closed Loop Communication
Understanding interaction dynamics

1

2

3

Trompenaars, Fons; Riding the waves of culture
A model from Iran
Mastering interactive dialogue

1. Signal positive intention explicitly
2. Limit how long you talk
3. Handover actively
4. Show value
5. Signal understanding
6. Clarify and investigate language before telling
Getting High Performance in Diverse Teams

The “M.B.I.” Model

Professor Joe DiStefano
IMD Lausanne Switzerland

Exploring Norms in Agile Software Teams

Viktoria Stray
University of Oslo
Tor Erlend Fagri
SINTEF

Chapter

Conference Paper · November 2018 · 560 Reads
DOI: 10.1007/978-3-319-49094-6_31
issn: 0302-9743
Cite this publication
Continuously ‘co-create’ own micro-culture

- How well are we leveraging diversity as a team?
- Who are we?
- Where are we going?
- How do we plan to do it?
- Who does what?
- What help is needed?
- How are we performing?
- How are conflicts generated?
- Where are we seen in the organisation?
It’s as simple and complex as A-B-C

bob.dignen@york-associates.co.uk