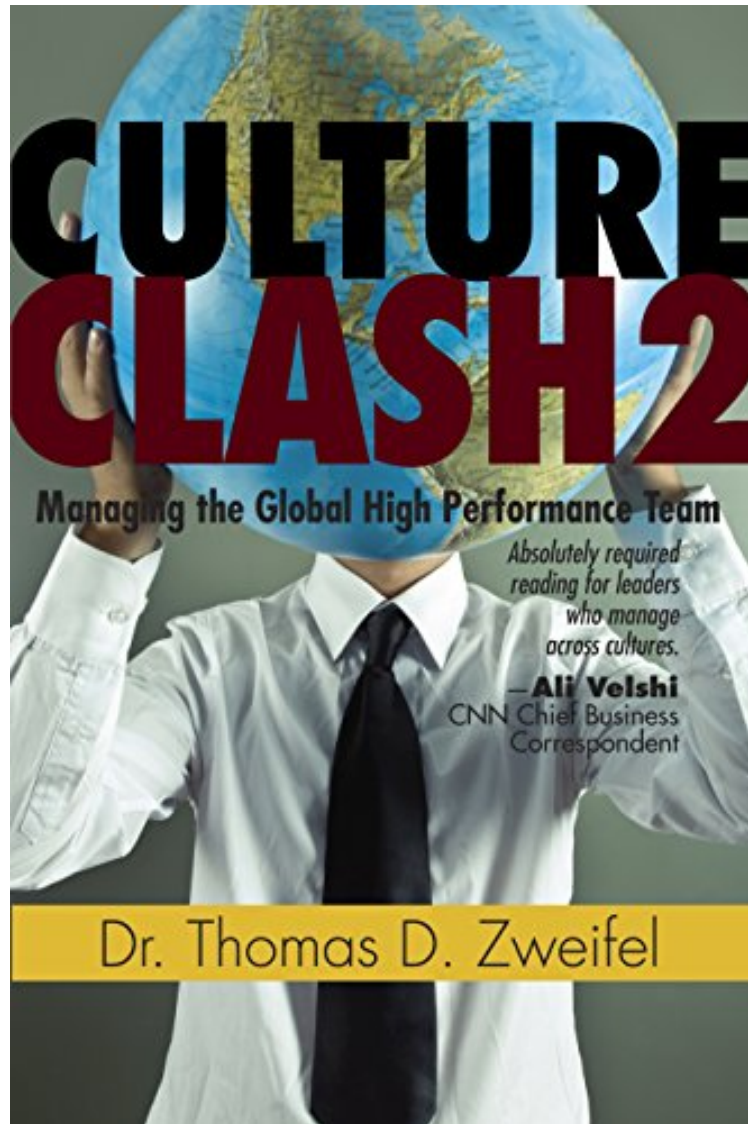


Culture Clash 2: Managing the Global High Performance Team (Global Leader Series)

Thomas D. Zweifel

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Thomas D. Zweifel : Culture Clash 2: Managing the Global High Performance Team (Global Leader Series) before purchasing it in order to gauge whether or not it would be worth my time, and all praised Culture Clash 2: Managing the Global High Performance Team (Global Leader Series):

1 of 2 people found the following review helpful. Unacceptably Poor Digital TypesettingBy WAMI am returning my copy of Culture Clash unread because it is quite literally unreadable. The typesetting is unacceptably poor with numerous examples of spaces in the middle of words and spaces missing between words in every paragraph and

paragraphs snaking their way down the page in an apparently random fashion. This is very disappointing because having read both the synopsis and the comments of other reviewers I was looking forward to reading the book. I have struggled through the introduction using Kindle software on a Mac and the Kindle app on an iPad, but in both cases the task of decyphering the typographical gibberish presented is completely frustrating and in the end hopeless. Skimming through to the end I see the dog's breakfast that is this e-edition of Thomas Zweifel's book gets no better. Perhaps this is not such a problem on a Kindle device. I don't know. I haven't got one. Whatever the case, this is an example of very poor quality control (I'm looking at you) that shouldn't have been put on sale without a very big warning to potential buyers hoping to use a non-Kindle device to read it. 1 of 1 people found the following review helpful. Provide deep insights about cultures while having fun! By Philippe In today's world, working with different cultures around the world is more common than ever. If not working, simply interacting with people through internet or simply at the airport. This book provides very actionable and practical tools to connect people around the world building strong relationships. For example, the tool Ndeg;3 "Decoding Cultures" described in chap. 6, is a very funny and entertaining process to muscle our cultural mindset. It starts by observing the obvious, what is visible/audible signs and behaviors, logos, dress codes, architecture, movies, how people eat; to then, dive into the hidden blind spots, like automatic unconscious past decisions, or say otherwise: what people don't know they don't know. What I loved about practicing this tool what to do it with friends like a game and to eventually decode my own culture... which was kind of surprising. 1 of 1 people found the following review helpful. A pleasant journey in cultural management. A must-read! By Slersone Culture Clash prepares managers to the ever-growing globalization. This book tells the real journey of the world of cultural differences and how to adapt consequently in business relationships. A must-read!

How do you best prepare for a meeting with German managers? How do you empower Eastern Europeans, Indians, or Brazilians to show leadership initiative? How do you navigate a cross-border post-merger integration? How do you build consensus on a key decision in Japan? How are Americans seen generally by Arabs? Do Swiss managers use longer, or shorter, contracts than their US counterparts? If you have never been in Indonesia or Kazakhstan, how can you prepare for a negotiation quickly and successfully?

From Publishers Weekly "Globalization is both good and bad news," writes Zweifel, CEO of the Swiss Consulting Group, which has 20 years of experience in cross-cultural management and human-centered strategy. It's good because it "presents us with new opportunities, and bad because it challenges our assumptions about what it means to be human today." Addressing these challenges, Zweifel fills this book--the first in the press's Global Leader Series--with assessments of the global landscape and its recent changes. Leaders would do well to heed Zweifel's advice; he reminds them of the high cost of mistakes when cultures clash (they "can run into billions of dollars, as the cases of Coca-Cola, DaimlerChrysler" and others illustrate). Although Zweifel isn't precise in explaining how to deal with specific countries (he drops anecdotes about promise-keeping Swedes and laid-back Latinos here and there), he does lay out general--and vital--rules that players in the global business game should be aware of, such as the ever-important "never take English for granted." Copyright 2003 Reed Business Information, Inc. "When it comes to cultural differences, most of us don't even know what we don't even know. Culture Clash not only reminds us of our blindness, but also offers a cure. Pick it up, read it, and see what we're missing!"--Scott A. Snook, Professor, Harvard Business School "A great read--and you end up smarter as a result of it. Absolutely required reading for leaders who manage across cultures."--Ali Velshi, Senior Business Correspondent and co-host "American Morning," CNN "Culture Clash is worth real money for global companies. The productivity of large corporations is directly linked to culture--the more senior you are, the more you have got to pay attention to cross-cultural roadblocks. If you want to build or manage a global high-performance team, read this book and give it to everyone around you."--Steve Baird, Senior Management Advisor, UBS "Culture Clash is a masterfully written and thoughtful book, of chief importance to both private and public managers. To marshal leadership across cultures, to exploit international opportunities and to build global citizenship are among the great challenges prevail- ing; this book provides an indispensable tutorial for confronting these challenges, including research insights, pragmatic tools and insightful as well as entertaining stories of authentic examples."--Dr. Sascha Spoun, President, Leuphana Universitauml; Luuml;neburg "I wish I had had access to Zweifel's tools 35 years ago when I was starting out."--Werner Brandmayr, Former President, ConocoPhillips Continental Holding GmbH "... great reading for our MA clients. If you follow these prescriptions, you have an instant leg up on the competition."--John Adams, President, Adams Royer, Inc. "I am a big-time believer in building global competency, and have personally been through a wide range of problems you face in a cross-cultural environment. Global competency requires the careful selection and preparation of talent, but also constant learning since the environment changes all the time. Culture Clash is a great introduction for global executives to the many dimensions you need to play successfully in the global arena."--Hal Burlingame, Former Executive Vice President, ATT "As an expert in international negotiation, I see all too often that corporate leaders don't know how to see the world from the perspective of the other side. Culture Clash is an essential book for all those who must negotiate across

borders. Through anecdotes and well-documented cases, the author shows us clearly the pitfalls and false assumptions we hold about our fellow humans. Leonardo da Vinci summed up this magisterial book when he said, "To know how to listen is to possess, beyond one's own, the brain of others." Congratulations on this humanistic masterpiece." --Guy Cabana, Consultant and Speaker, Societeacuteteacutec; Danec Consultant Inc. "I just wish Culture Clash had been available at the start of my personal globalisation, it would have saved me a lot of time and pain. I would recommend this book as essential reading for any international manager." --Dr. Martin Cross, Former CEO, Novartis-Australia "The lessons, labs, and the 'dos and taboos' give good input for daily exercise as long as the reader has the will to improve his or her communication abilities." --Dr. Gerhard Goerres, Chefarzt Radiologie, Buuml;rgerspital Solothurn "This is very much a message that boards of directors must understand if they are to lead their successful domestic business to become truly multinational organizations. Today, you need to build truly global governance--global teams committed to the organization's overarching objectives, but at the same time adaptive to local conditions and challenges. Tools like the Spidergraph will help you do that." --John Hall, Chief Executive Officer, Australian Institute of Company Directors "As Japan's former chief diplomat, I have seen time and time again how small cross-cultural misunderstandings can spin out of control. We live in dangerous and turbulent times in international affairs, and we must do everything in our power to bridge cultural differences. Thomas Zweifel's book helps us do exactly that. It is an important and timely book, and it should be read by all those who are working not only to prevent culture clash, but for our common future as humanity." --Hon. Koji Kakizawa, Former Foreign Minister, Japan "We use Culture Clash in our advanced leadership course. It is a great tool in building the skills the Army needs in the 21st century." --Col. Joseph LeBoeuf, Academy Professor, Director, Organizational Studies and Leadership, Fuqua School of Business, Duke University "As an ambassador and career diplomat, I observe and experience every day that one never quite achieves global citizenship--but one has to keep approaching it, keep bridging the cultures and find the common denominators of all civilizations and human beings. You have to 'love' your negotiating partner and search for common ground, for common values, for what unites you, and take it as a basis to build a win-win situation. Thomas Zweifel's book gives you both the philosophy and the instruments. I commend Culture Clash to all those who must master the art of cross-cultural management. If you read it, you will get superior results in your negotiations." --Ambassador Raymond Loretan, Consul General of Switzerland to New York "As CEO of a multinational company, I know that you have to understand another culture within the local cultural context. Culture Clash gave me new tools, a lot of food for thought and a real awareness for cultural issues in an easy-to-understand manner. Refreshing and great fun to read." --Doris Albisser, CEO, CLS Corporate Language Services AG "I have worked for decades in the international finance community--Europe, North and Latin America, and Asia. Your advice, admonitions and secrets are priceless." --Richard Murray, Vice Chairman, LaProv Corporation "Zweifel has distilled a wealth of intercultural theory, real-life case studies, and personal experience drawn from academia, the military, not-for-profits and the corporate world to produce a unique and fascinating read and an invaluable primer for both the neophyte and experienced international managers alike. As a cross-cultural practitioner, I can highly recommend this refreshing approach to understanding and managing the complexities on doing business across cultures." --Georgina Teague, Cross-cultural consultant, Australia "Thomas Zweifel's many years of experience working effectively in cultures all over the world has given him an uncanny and insightful access to the real and profound keys to success working cross-culturally, where a minefield of mistakes are often waiting to happen. His book is clear, concise and gets right down to the best nuggets available on this topic and he shares his insight with both wit and wisdom. A brilliant piece of work and highly relevant to today's global culture." --Lynne Twist, President of TheTurningTide Coalition and author of The Soul of Money From the Author Since 1984, I have had the rare privilege of living and working in multiple cultural contexts: Paris, Basel, Berlin, Munich, Mumbai, New York, London, Tokyo, San Francisco, again New York, and now Zurich. Decades ago, as a young manager, I served as Director of Global Operations, with 27 different national affiliates reporting to me. I made so many mistakes in so many cultures that I can now help others avoid the pitfalls of culture clash and manage effectively across borders. I cut the tall grass for you. I wrote this book so you don't have to reinvent the wheel. Read Culture Clash and boost your cross-cultural savvy.