



Overview

Managing an international team will present unexpected challenges. You are in different time zones; you have different schedules; you come from different cultures; and your own communication style may be different from that of members of your team. Success of a geographically distributed team can be fostered by setting expectations that are informed by best practices and the cultures of your team members.

Scenario

Your company is expanding into a new market and has formed a new team that it would like you to manage. Your manager has sent you this note:

Thank you for taking on this challenge. You have a great team, but they come from very diverse backgrounds. It'll be up to you to make sure it is a cohesive team that communicates well and collaborates effectively. As you know, at our firm, we feel the management of our teams and human resource management are a strategic advantage for us. I would like you to write an email explaining to me what managerial approaches you will use and how you think your team will function together. Please also include your conference call invitation for your team's introduction. I would like to review what you are going to send to your team.

Prompt

For this assignment, you will write an email and introductory conference call invitation as requested by your manager.

Team Member Locations

Your team consists of the following four members from various locations across the globe:

1. **Kaspar** was born in and is based in the country you choose for your course project.
2. **Kelly** was born in and is based in the United States.
3. **Syed** was born in and is based in the United Arab Emirates.
4. **Nina** was born in and is based in India.

Specifically, you must address the following rubric criteria:

- Write an email to your manager explaining how you plan to manage your team. It should include the following information:
 - Cultural considerations for each team member (For the purposes of this assignment, you can assume that each team member represents the average cultural dimensions of an average citizen of the country, and you are encouraged to use the [Hofstede Insights: Compare Countries](#) website.)
 - Common issues among diverse or global teams and potential conflicts that could occur in your team
 - Multiple management approaches you plan to use and why
 - A policy for selecting which holidays team members can take off that takes into account cultural considerations
 - A determination of whether your team will collaboratively create a team expectations and communication plan or whether you as the manager will do it on your own, explaining your decision
- Create a conference call invitation, including the time of the meeting and agenda, using this [Conference Call Invitation Template](#).

Guidelines for Submission

Submit your email as a 200- to 350-word Microsoft Word document. Submit your conference call invitation by completing the [Conference Call Invitation Template](#). Sources should be cited according to APA style.

Module Six Assignment International Team Expectations Rubric

Criteria	Exemplary (100%)	Proficient (85%)	Needs Improvement (55%)	Not Evident (0%)	Value
Email: Cultural Considerations	Exceeds proficiency in an exceptionally clear, insightful, sophisticated, or creative manner	Identifies cultural considerations for each team member	Shows progress toward proficiency, but with errors or omissions; areas for improvement may include adding more cultural considerations for each team member	Does not attempt criterion	15
Email: Common Issues among Global Teams	Exceeds proficiency in an exceptionally clear, insightful, sophisticated, or creative manner	Identifies common issues among diverse or global teams and potential conflicts that could occur in your team	Shows progress toward proficiency, but with errors or omissions; areas for improvement may include listing potential conflicts that could occur in diverse or global teams	Does not attempt criterion	15
Email: Management Approaches	Exceeds proficiency in an exceptionally clear, insightful, sophisticated, or creative manner	Explains multiple management approaches you plan to use	Shows progress toward proficiency, but with errors or omissions; areas for improvement may include adding explanations of management approaches that deal with potential team plans	Does not attempt criterion	15
Email: Holiday Policy	Exceeds proficiency in an exceptionally clear, insightful, sophisticated, or creative manner	States a policy for selecting which holidays team members can take off that takes into account cultural considerations	Shows progress toward proficiency, but with errors or omissions; areas for improvement may include taking into account cultural considerations when stating holiday policy	Does not attempt criterion	15

Criteria	Exemplary (100%)	Proficient (85%)	Needs Improvement (55%)	Not Evident (0%)	Value
Email: Team Expectations Plan	Exceeds proficiency in an exceptionally clear, insightful, sophisticated, or creative manner	Explains the decision whether you or your team will create a team expectations and communication plan and justifies the answer	Shows progress toward proficiency, but with errors or omissions; areas for improvement may include justifying your selection of who will create the team expectations and communication plan	Does not attempt criterion	15
Conference Call Invitation	Exceeds proficiency in an exceptionally clear, insightful, sophisticated, or creative manner	Creates a conference call invitation, including time of the meeting and the agenda	Shows progress toward proficiency, but with errors or omissions; areas for improvement may include selecting a time zone that is more appropriate and including agenda items	Does not attempt criterion	15
Articulation of Response	Exceeds proficiency in an exceptionally clear, insightful, sophisticated, or creative manner	Clearly conveys meaning with correct grammar, sentence structure, and spelling, demonstrating an understanding of audience and purpose	Shows progress toward proficiency, but with errors in grammar, sentence structure, and spelling, negatively impacting readability	Submission has critical errors in grammar, sentence structure, and spelling, preventing understanding of ideas	5
Citations and Attributions	Uses citations for ideas requiring attribution, with few or no minor errors	Uses citations for ideas requiring attribution, with consistent minor errors	Uses citations for ideas requiring attribution, with major errors	Does not use citations for ideas requiring attribution	5
Total:					100%