

# **Leading in a Multicultural World**

## **Urbana 2015 Session**

***Handout***

***Presented by:***  
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**HYUN**   
**&ASSOCIATES**  
*Developing Culturally Fluent Leaders™*

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## ***DEFINING CULTURE***

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### ***What is culture?***

...The \_\_\_\_\_ of the mind...

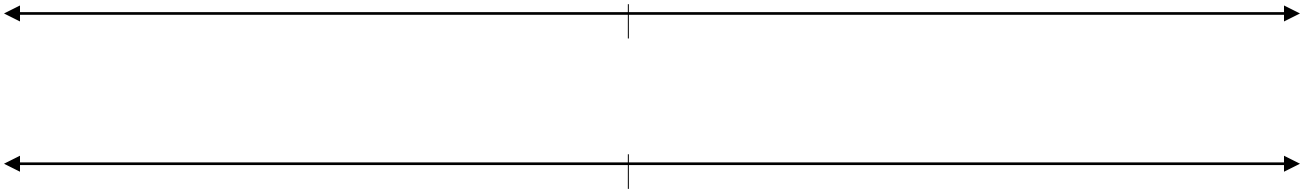
*G. Hofstede, Culture's Consequences*

### ***Cultural Fluency***

The right mix of knowledge, sensitivity, interpersonal agility and global mindset needed to effectively navigate in a variety of organizational/cross cultural business contexts.

*J. Hyun, Breaking the Bamboo Ceiling*

## ***I. Recognizing Differences***



## ***II. Traits of the Fluent Leader***

- ✓ Possesses Self and Other-Awareness
- ✓ Comfort with Ambiguity
- ✓ Adaptability
- ✓ Unconditional Positive Regard
- ✓ Innovation
- ✓ Flexes Across the Power Gap

## ***III. Building the Bridge:***

1) \_\_\_\_\_

2) \_\_\_\_\_

3) \_\_\_\_\_

Source: Fluent Leader Traits excerpted from *Flex/The New Playbook for Managing Across Differences*, Hyun/Lee HarperBusiness, 2014

**Thank you for your engagement today!**

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Jane Hyun is a leadership strategist and coach to Fortune 500 companies. She has held a variety of line and people management roles, including Vice President of HR/Talent at JP Morgan, and Director of Recruiting at Deloitte. Hyun & Associates' programs (including *The Art of Cultural Fluency Roundtables™*) have received acclaim from clients who seek to grow their bottom line through the effective use of their human capital.

She has worked with sales teams, guided leadership through a merger integration and divestiture, led organizational change initiatives with new leadership, and designed innovative reward programs for retaining top talent. Most recently, she was the research director for The Conference Board study: *Cultural Fluency: How Culture Impacts Talent in China*.

She appears on media such as *CNN*, *NPR*, *Time*, *Atlantic*, *Wall Street Journal*, and *Washington Post* and speaks frequently on the topics of cross-cultural effectiveness and leadership. A graduate of Cornell University with a degree in Economics/International Studies, she serves on the board of Operation Exodus in Washington Heights, and is an advisor to the Task Force for Talent Innovation.

Jane's first book, *Breaking the Bamboo Ceiling*, opened up a critical dialogue for the need for a culturally grounded career development approach. Most recently, she co-authored *Flex* (2014), which examines the art of switching between styles to more effectively leverage diversity to drive innovation. Jane is passionate about helping individuals realize their fullest potential in the workplace and community.

