



Multicultural Team Effectiveness: Emotional Intelligence as Success Factor

By Lucia Schellwies

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As a result of the increasing globalization more and more organizations are operating internationally. Such multinational companies often rely on successful teamwork to reach goals and to compete on the fast-paced global market. Indeed, teamwork plays an important role and can lead to faster results. Teams, whose members come from different nations and backgrounds place special demands on operations, diversity clearly adds complexity and a longer learning curve for establishing effective processes. In the multicultural team, the role of emotions has gained increasing interest in the last years; practitioners report that where people work together, emotions are not far to seek. An awareness of emotions seems to be especially important as cultural differences in emotion processing and diversity among members may cause negative emotion and lead to conflict and misunderstandings what may have serious consequences reducing performance. The aim of this book is to identify challenges for multinational teams focusing on emotions within the team, and to propose emotional intelligence as an approach to multicultural team effectiveness.

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Bibliography

- Rank: #5677031 in Books
- Brand: Ingramcontent
- Published on: 2015-04-01
- Original language: English
- Number of items: 1
- Dimensions: 8.27" h x .12" w x 5.83" l, .18 pounds
- Binding: Paperback
- 52 pages

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Editorial Review

About the Author

Lucia Patricia Schellwies, B.A. was born in 1989 in Sindelfingen. The author studied International Business Management and obtained her Bachelor's degree from the European Business College in Stuttgart, Germany in 2014. During her study she spent one year in the USA and studied at National University of San Diego, CA where she completed a semester abroad. Furthermore she was able to gain work experience in the international business sector, as she completed two practical semesters, in Spain, and the USA. Studying and working abroad, as well as her interest in cultural differences combined with psychological aspects motivated her to refer to the subject of this book.

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