

Questions about the topic 4.1:

- 1.** Global workplaces...
 - a. ... are an invention by large corporations, such as Google, Microsoft and Apple.
 - b. ... give potential talents no chance to experience and deal with different opportunities and make the most out of their skills.
 - c. ... imply addressing cultural diversity among employees with the aim of reaping the benefits.

- 2.** What are cross-cultural conflicts?
 - a. They reflect a conflict situation when people of one culture have negative feelings towards people of another culture.
 - b. They can be described as socio-cultural and ethnic disparities that can arise in the course of an intercultural interaction.
 - c. Conflicts between western and eastern countries.

- 3.** How can an effective cross-cultural conflict management be achieved?
 - a. By understanding different causes for cross-cultural conflicts in order to manage them properly.
 - b. By avoiding to employ people that tend to argue a lot with other people.
 - c. Through managers with well-trained intercultural soft skills.

Correct answers:

1c

2b

3a