



**London  
South Bank  
University**



# OPEN MINDEDNESS FOR INTERCULTURAL EXCELLENCE

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Video case study can be accessed [here](#).



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# OPEN MINDEDNESS FOR INTERCULTURAL EXCELLENCE – TEACHING GUIDE & NOTES

## 1. Summary of case study

In this video case you will find out about how students and business professionals can develop a necessary skill to keep an open mind towards others. You will find out how this skill can create a business culture that empowers people's ideas and thoughts.

You will discover about the importance of shifting from a local mindset towards a "greater good mindset". You will find out what a greater good mindset means and how it can support you and your organization in building a platform for long-term organizational success and resilience.

## 2. Suggested methodology for 'solving' case study

Open mindedness starts with you. Consider:

How can you be more open minded towards other ideas and people's thoughts?

Where do you see opportunities to ask for input?

Which questions will you ask to better understand the other person?

On which occasions would you be open to accepting other ideas?

Which facilitation techniques would help you to get more input?

How can you make more informed decisions having taken into account a diversity of thoughts?

How can you stimulate an environment in which all feel involved and at ease in sharing ideas with the best interest of the company in mind?

## 3. Possible answers

How can you be more open minded towards other ideas and people's thoughts? E.g. by asking powerful open questions – Example: What do you think?

Where do you see opportunities to ask for input? E.g. other departments, customers, suppliers, colleagues, managers, other stakeholders ...

Which questions will you ask to better understand the other person?

What do you think? What is important to you? What else?

On which occasions would you be open to accepting other ideas?

When facing a problem (personal, technical, IT, strategic, social, health-related, ...)



Which facilitation techniques would help you to get more input?

Ice breakers, brainstorming, multi-voting, group-review, action planning ...

How can you make more informed decisions having taken into account a diversity of thoughts?

By asking for input prior decision making, by checking if there are any objections or concerns.

How can you stimulate an environment in which all feel involved and at ease in sharing ideas with the best interest of the company in mind?

By asking open questions, by giving time to all participants to express ideas and thoughts during meetings, by reflecting on who should be involved or be consulted?

#### **4. Extra Questions**

Why is open-mindedness and diversity of thoughts important in an international context? Do you see any current issues? Do you see opportunities?

Why do employees, teams and countries tend to prefer their own ideas and solutions? And what are the consequences?

To what extent is the preference for your own ideas and solutions a problem in an international workplace and how do you deal with it?

What are possible solutions to move from your own mindset with a preference for your own solutions and ideas towards a greater good mindset?

