

'This should be the first item for global managers to put in their hand luggage.'

NIGEL NICHOLSON, PROFESSOR, LONDON BUSINESS SCHOOL,
AND AUTHOR, *THE 'I' OF LEADERSHIP*



GLOBAL TEAMS

HOW THE BEST TEAMS ACHIEVE
HIGH PERFORMANCE

JO OWEN

FT PUBLISHING
FINANCIAL TIMES

Praise for *Global Teams*

‘In this book, Jo Owen provides not only a thorough understanding of what makes a “global” organisation effective, but also ideas and reflections on how to go about it, in a way that is neither simplistic nor dogmatic. Great read.’

Bertrand Lavayssiere, Ayres and Co. Strategy Consultancy

‘A perk of my job is that I get paid to read and review books. Nothing thrills me more than to know that one of my favourite management authors, Mr Jo Owen, has another book published.

I enjoyed reading his perspectives on the various aspects of management as he provides insights that can be easily digested by anybody, yet has the necessary depth to help you with the skills needed in management.

His latest offering showcases research that he has extensively carried out and provides astute insights that will benefit any executive from any level of management, be it middle or senior.

Quickly bookmark this for your “to-read list” as it is a useful, insightful read.’

Sadie Jane Nunis, Publications Manager, Singapore Institute of Management

‘Jo Owen has done it again – spotted a big gap in the literature and filled it elegantly and effectively with this splendidly readable, comprehensive, practical and evidence-based treatment of a topic that is really challenging to our globalising business world. Packed with great examples and quotes, Owen leads the reader through the toughest and most interesting challenges in cross-cultural management: leadership, team dynamics, business context and systems, cultural intelligence and conflict resolution. This should be the first item for global managers to put in their hand luggage.’

Nigel Nicholson, Professor, London Business School. author, *The ‘I’ of Leadership: Strategies for Seeing Being and Doing*

Global Teams

Table of Contents

Cover

Title Page

Copyright Page

Contents

About the author

Acknowledgements

1 Introduction

2 What is special about global teams

PART ONE Leading the team

3 The global leadership challenge: new skills, new mindset

PART TWO Teams without borders

4 Trust: the glue that binds the team

5 Communications: less noise, more understanding

PART THREE Creating the firm-wide context for
success

6 Goals: clear goals or shared goals?

7 Systems and processes: the building blocks of success

8 People and skills: global talent, global mindset

9 Culture: building cultural intelligence

10 Structure: co-ordination and conflict

PART FOUR Rising to the global challenge: lead, trust
and support

Table of Contents

11 Conclusions

Glossary

A

C

D

E

F

G

H

I

M

N

P

R

S

W

Notes

Index