

Do you want to turn your organisation's  
**CULTURAL DIFFERENCES**  
in to assets?  
**LET US BE YOUR GUIDE!**



**Hi! My name is** Mette Lindgren Helde. I am an expert in intercultural communication, dialogue and conflict management. My company helps organisations **bridging cultural differences** and managing typical work place conflicts. We guide you to see the **opportunities** in diversity and provide you with **simple tools** to handle complex intercultural issues. Our goal is that you'll start seeing cultural differences and conflicts as **keys to succes** for your organisation. **Diversity** is when handled with skills, one of the most **important competitive advantages** at the global market.



**What we do...**

We educate staff and leaders in cultural intelligence, intercultural communication, leadership - and dialogic conflict management. We facilitate processes and mediate in conflicts. We do courses, teambuilding, coaching and counselling - everything, of course, strictly adjusted to your needs.

**Why we do it...**

Work habits, communication styles and norms for good leadership or teamwork are all culturally bound. In an organisation where cultural differences are many, less work flow efficiency, bad communication styles and even conflicts are likely to happen. This is very costly for the company. With the right skills intercultural differences and conflicts can be handled in a peaceful and constructive manner and therefore be startpoints for development and innovation. Simply, because people who solve their conflicts and use differences in a constructive manner are more engaged, work more efficiently and want to contribute to innovate. A real win-win situation is created at all levels of the organisation.

I might do what most consultants do, but I do it customized to fit the special needs of organisations which **work across cultures** or aim for entering the **global market**. I do it with the proficiency which comes from 20 years of studies and experience within the area of **intercultural communication** - and with a certain flair for the necessity of a **practical perspective!**

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Research says:

*“Effective global leaders are a vital asset for organizations today. In the current milieu of diversity, complexities, and international competition, having leaders who are capable of understanding, functioning, and managing in the global environment is a valuable, rare, and inimitable resource that can offer firms a competitive advantage. Source: Ng, Van Dyne and Ang 2009, researchers of Cultural Intelligence at Michigan State University, USA and Nanyang Technological University, Singapore.*

### About Mette Lindgren Helde

I serve people who work in contexts where cultural differences play a role guiding and upgrading their communication skills and developing their cultural intelligence. My mission is to help organisations and their people in the area of Global Business; Public Organisations and NGOs to use diversity, cultural differences and conflict resolution as assets for development and growth. My company is based in Sweden. I either work from here or around the world doing in house trainings at the work place, or counselling via Skype. I often work on my own or I in fruitful cooperation with skilled and experienced colleagues experts. Being of Danish origin and living in the Swedish forest as an emigrant with my family and with the whole world as a work place, I daily face challenging intercultural encounters on all levels – and I love it.

#### CV:

- Educated as Master of Arts in Intercultural Communication Spanish and the Media (Roskilde University, Denmark) in 1995.
- Since 1994 worked with development of people’s intercultural communication skills in Municipalities in Denmark, Universities in Denmark and Sweden and for public and private companies as well as NGOs in Sweden and Denmark.
- I am currently attached free lance to the Danish Centre for Conflict Resolution ([www.konfliktloesning.dk](http://www.konfliktloesning.dk)) and Linneaus University, Sweden where I teach Master Students in Global Leadership.
- In 2012 I wrote the Dialogue Handbook in cooperation with young people from NGOs in Jordan, Egypt and Denmark spreading the idea of dialogue as a tool for leadership development and democracy. The project was supported by the Danish Ministry of Foreign Affairs and the book can be downloaded for free in English, Arabic or Danish: See [www.issuu.com](http://www.issuu.com)

Please, feel welcome to contact me for a free introduction meeting and I will tell you more about how we can help you!

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## Recent costumers – track record

### Sweden:

ALMI – IFS Advisory Services for Swedish Entrepreneurs  
Arbetsförmedlingen – The National Placement Service for Work in Sweden  
Kalmar Regionförbund – The Regional Council in Kalmar County,  
Kommunutbildning – Private education Company for public employees  
Landstinget Kronoberg – County Council for Health Care, Kronoberg  
Lnu - Linneaus University  
MSF - Doctors without Borders, Stockholm  
Nyföretagarecentrum – Swedish Jobs and Society Foundation  
Regionförbundet Södra Småland – The Regional Council of South Småland

### Denmark:

CBS - Copenhagen Business School  
CFSA – The National Volunteer Centre in Denmark  
Center for Konfliktløsning - Centre for Conflict Resolution  
CIRIUS, Exchange Organisation, Danish Ministry of Education  
DTU – Danmarks Tekniske Universitet/Technical University of Denmark  
DUF (Dansk Ungdoms Fællesråd) – The Danish Youth Council  
Explorius - Student Exchange Organisation for Young People  
FLSmith – Leading Supplier to the Global Cement and Minerals Industries  
Hvidovre Hospital/Sjukhus - Hospital of Hvidovre, Copenhagen Region  
Integrationsministeriet - Ministry of Integration  
Udenrigsministeriet - Ministry of Foreign Affairs  
Institut for Menneskerettigheder – The Danish Institute for Human Rights  
København, Odense og Egedal Kommuner - Municipalities of Copenhagen, Odense, and Egedal  
Københavns Universitet - University of Copenhagen  
Novo Nordisk - Global Healthcare Company within the area of Diabetes Care  
Rambøll – Ramboll - engineering, design and consultancy company working globally  
Røde Kors - Red Cross  
UC2 - Statsligt Videncenter for Tosprogethed og Interkulturalitet - Education Center for Research and Education in Bilingualism and Interculturalism, Ministry of Social Affairs and Education

