

Contents

List of appendices.....	5
List of figures.....	7
List of tables.....	9
Introduction.....	11
1 Interculturality/Multiculturality in Industrial Enterprises	13
1.1 Importance of Culture, Interculturality/Multiculturality and Diversity.....	13
1.2 The Importance of Intercultural/Multicultural Management in Relation to Employees and its Skills and Competency Development	23
1.3 Term Team, Characteristics and Attributes of Effective Teams	25
1.4 Multicultural Collaborative Teams.....	31
1.5 Virtual Multicultural Collaborative Team	36
2 Innovation in the Context of Industry 4.0	39
3 Communication in Industrial Enterprises	43
3.1 Effective Communication	46
3.2 Communication Model	52
3.3 Trends in Communication	55
4 Analysis of Current State of Solved Issue.....	61
4.1 Analysis of Current Communication Models Abroad	61
4.2 Analysis of Current State Using the Interview Method.....	67
4.3 Analysis of Current State Using the Questionnaire Method	72
5 The Proposal of Effective Communication Scheme in Virtual Multicultural Collaborative Teams in Industrial Enterprises	81
5.1 The Aspects of the Effective Communication Scheme in Virtual Multicultural Collaborative Teams	82
5.2 The Elements of the Effective Communication Scheme in Virtual Multicultural Collaborative Teams	86
6 Expert Assessment of the Proposed Scheme.....	95
6.1 Expert Assessment of Practical Applicability of the Proposed Scheme in Practice.....	95
6.2 Expert Assessment of the Proposed Scheme From the Experts	97

Conclusion.....	99
Summary.....	101
Appendices.....	102
References.....	105
About the Authors	117
Subject Index	119

