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Introduction

Being appointed as assistant General manager of a five-star inclusivity hotel and spa in London, England, task space familiarising with the operation and cultures of the hotel chain. To understand different aspects of culture, The author has been assigned to understand the areas of cultural differences between England and India (Abramson, Moran and Harris, 2018). This paper concentrates on, providing insights of intercultural dynamics between India and England. it will use Globe Project Cultural Dimension to examine complexities of intercultural leadership in the hospital industry. Based on this analysis, a realistic recommendation will be proposed to overcome the challenges.

Key differences between England and India

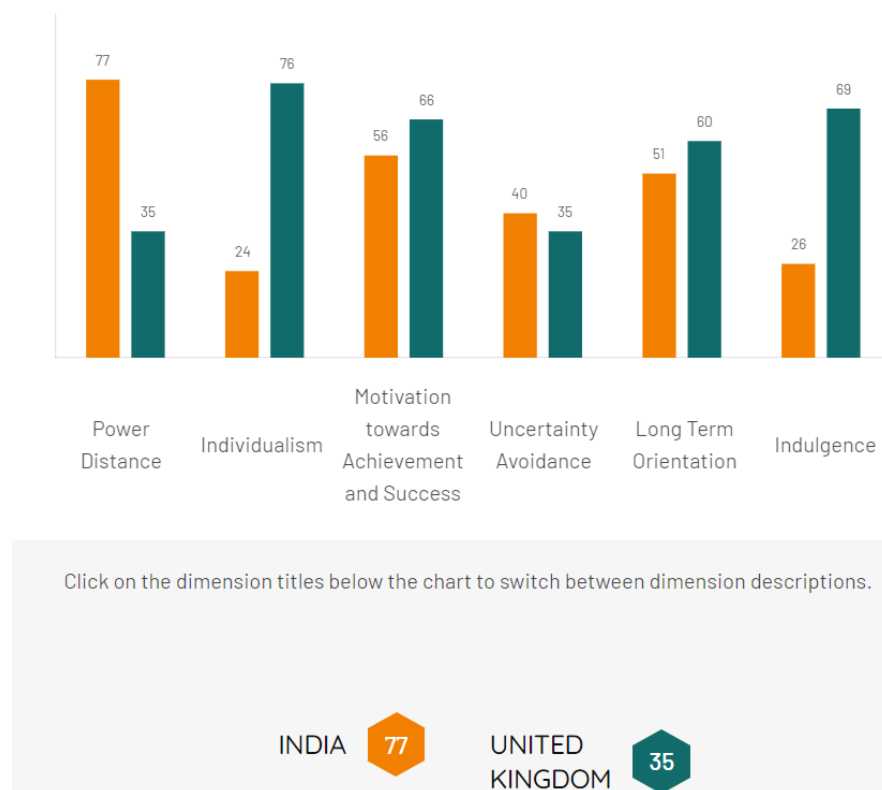
In terms of culture and customs, England and India have different values. Popular for its individualism, where British people are focused on personal achievements and personal independence (Christiansen, Branch and Karmowska, 2020). Alternatively, India places more emphasis on working in a group and prioritising team harmony and familial ties over personal aspiration. Even the communication style is different between India and England. The British people tries to favour explicit and direct communication, but Indian people tries to use indirect and contextual communication method (Deresky, 2022).

The social hierarchies are also different between England and India. British people concentrate on creating egalitarian society. They put less importance on Hierarchical structure. But in India, so Seattle role and hierarchical status holds an important part of daily life (Commisceo-global, 2022). England follows monochronic approach but India is following polychronic approach. Indian people are flexible and adaptable trade towards time changing and plan changing.

Comparison of England and India using Globe project's culture and leadership study

The Globe Project's culture dimension Different pertinent practises and values can be compared between India and England. using Hofstede Insights many differential scores are shown between Indian and British culture. In terms of uncertainty avoidance, England has lower uncertainty

avoidance compared to India, which shows they are compatible with risk-taking and ambiguity (Deresky, 2022). But power distance is much worse between India and England culture. British people follows egalitarian leadership style where they maintain flatter organisational structure. In contrast, India follows hierarchical authority. They have higher power distance where they focus on respect for seniors (Hofstede, Hofstede and Minkov, 2017).



There is less than gender disparity in England because they maintain direct communication and promotes equality in business. Whereas in India, the gender equality is very low. This causes problems in open communication and limits opportunities for women to get higher leading positions. Apple figure shows differences of cultural aspects between India and UK. The school represents that Indian people are more dependent on their bosses to hold their positions in the business (Maheshkar and Sharma, 2018). Moreover, they follow paternalistic leadership style which is completely different in England. Indian people follows centralised power theory. Even the negative feedback is never offered up in the ladder of hierarchy. But British culture follows and believes that one can go up higher in their life. They cannot be limited or hindered by any sort of hierarchical means.

Challenges of intercultural leadership in the hospitality industry

There are many challenges in intercultural leadership management, even in the hospitality industry. This is faced in managing different cultural backgrounds of employees. For example, there is a huge difference in communication styles between England and India (Nedelko and Brzozowski, 2020). Where people tend to be more open in communication in England, Indian people tend to follow senior to junior structure. Therefore, cultural differences in communication method can lead to misunderstanding and bad interpretation among the team members. For example, if Indian people joins the British team, they will find differences in communication, norms, and culture. This can affect the productivity and collaboration level (Samovar et al., 2017).

There can be seen some different attitudes towards authority. In case of decision-making employees of England may want to join the decision-making team. But if they are working in an Indian culture, they will never find such environment where lower level employees are invited in decision making. If such misunderstanding is not managed properly, then it can create conflicts among the team (Trompenaars, 2020). Therefore, proper expectation regarding roles and leadership as well as responsibility should be sorted out. There can be also challenge in managing the traditional understanding. British people are more open to crack jokes, but Indian people are very conservative in this regard. Therefore, such occurrence needs to be controlled and monitored.

Recommendation

1. Employees need to be assigned to with a detailed cultural sensitivity training. This can concentrate on understanding cultural differences and advertise respect for different cultural perspective (Visit Britain, 2024). This type of culture fostering can promote inclusivity. It can also reduce negative intercultural dynamics.
2. Hotel administration should encourage employees to have a cross cultural team to share knowledge and ideas among them. The leaders can establish a platform for open dialogue, which can in a very exchange of ideas from different cultural background, teams and members (Samovar et al., 2017). It will help

them to cope up with cultural differences and learn from one another. It will also promote mutual respect in a team.

3. Leaders must add up to different leadership style and not only follow a single style for

diverse cultural background employees. By adopting a flexible leadership approach can

help managers to tailor their communication decision making styles. It also promotes creativity and innovativeness among the employees. Employees thus will feel encouraged and will engage in more idea generation.

Conclusion

At the end of this report, it can be summarised that cultural aspect understanding between India and England is important for a successful intercultural leadership in the hospitality industry. By leveraging different knowledge from the cultural difference project, hospitality organisations can address different challenges through cultural sensitivity training and crosscultural collaboration. It will also help the hotel management team to adopt better leadership style. A harmonious and inclusive work environment can be built by understanding cultural differences. As a result, Companies can achieve organisational goals and objectives.

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