**ABSTRACT**

Based on the Case Study of actual IT workshops conducted for the telecommunication company in South Africa in 2011 and 2012 the observation of cultural, ethnic-based, communication patterns has been performed. As the workshops were conducted in multi-national environment, with most distinct participants being Indian nationals, white South Africans, South Africans from Previously Disadvantaged Individuals, Nigerian and a Portuguese, it has been analyzed which of the already researched communication patterns can be observed. It has been analyzed whether those patterns influence the final workshops outcome. Particular attention was paid to: spoken communication, argumentation and decision-making. The author of the publication is a practitioner in IT consulting and holds an MBA degree from the