



GTP

Global Training Partners

“Working Effectively Across Cultures: Focus China”

By GTP - Global Training Partners Pte. Ltd.

Overview Of The Course

This highly engaging, experiential, practical, and interactive workshop is aimed at providing you with the strategies, mindset, skills and tools you need to build personal, team and organizational success in China. This workshop deals with the specific competence of:

Working Effectively Across Cultures: Focus China

- Preparation before the training will include learning objectives review, personal challenges, and critical incidents
- 1 day classroom to experience, analyse, develop skills, and ‘apply-now’ outcomes

The focus is on building practical skills for communicating, working, negotiating and doing business with Chinese colleagues, suppliers, customers and other business contacts.

Benefits

Participants will leave the session with hints, tips and strategies for understanding Chinese culture, business culture, business etiquette, business practices and business structures, together with practical communication, management and work skills to help get things done with Chinese business partners, colleagues, clients, customers, and suppliers.

Target Audience

This seminar is geared towards all levels of local and international executives and managers who want to master the main foundations of international approaches to business, enhance their intercultural communication skills with the Chinese, build a motivational climate and create the conditions for success and pride in their teams.

Course Objectives

This seminar will enable trainees to:

- Develop an understanding of how culture impacts business and social interactions with the Chinese
- Gain the tools to accomplish corporate objectives by understanding how cultural differences and similarities can be leveraged for peak performance
- Recognize the critical importance of managing cultural differences in cross border business relationships as concepts that influence profit
- Implement a personal action plan for modifying work style to be more effective with colleagues and clients from China to ensure success and enhance relationships

Course Description

The ***Working Effectively Across Cultures: Focus China*** program supports the development of key knowledge and intercultural communication skills to work in a culturally complex environment. After the program, participants will be able to:

- Understand the major differences between Chinese culture and other key Western and Asian cultures, work systems and behaviors, especially in terms of getting results and improving performance.
- Gain more confidence and better interaction skills for dealing within an international business environment and dealing with Chinese counterparts within the framework of a performance driven organization.
- Prepare for further development in terms of being able to manage, solve and effectively execute work projects with 'cultural competency'.
- Understand how differences and similarities can promote better teamwork and productivity and ultimately, organizational effectiveness

Project

A personal action plan will be built during the workshop and enable participants to identify challenges, development priorities, and actionable items. It will enable them to put into practice the attitude, awareness, knowledge and skills for themselves, and their team.

Approach

Delivery methods include a self-assessment tool, presentations, facilitated discussions, interactive exercises, case studies and role plays and an action-planning activity.

Design and delivery will reflect the fact that some of the delegates may already bring with them a track record of success in working and managing globally. The interactive, practical nature of the workshop is designed to recognize, acknowledge and reinforce current best practices.

Our Trainers

Our trainers are located globally in over 100 key cities. They are gifted professionals, who have deep and broad experience in conducting these workshops. Their experience covers virtually every type of business with their work directed at helping clients achieve their goals in improving communication, leadership and teamwork.

- **Work objectives and challenges working in China**
 - Assessment of own personal work style, preferences & business approaches
 - Mapping of cultural mindset of business behavior of Chinese
 - Top 10 Tips for Working Effectively With the Chinese
 - Important business incidents in China
- **China business briefing:**
 - Introductions and greetings
 - Protocol, etiquette and “dos & don’ts”
 - Entertaining, hosting and guesting, giving gifts
 - Roles of men and women
 - Important language phrases and usage in business & social situations
 - Land of contrasts. Understanding Chinese economic, regional, political and social diversity.
 - Chinese culture, Confucianism and the emerging values of ‘new’ China.
 - Corruption in China and the legacy of the recent past.
 - Chinese views of the world and China’s relationship with other countries.
 - Chinese models of leadership and management, and how they differ from the West.
 - Guanxi and its impact in business and commerce.
 - Chinese attitudes to time, deadlines and schedules and how to work with them.
- **Exploring key business issues working in China:**
 - Boss/subordinate, client/colleague relationships
 - Exploring the concepts of multicultural team leadership
 - Managing diverse teams and partnerships
 - Virtual communication across cultures
 - Dealing with status: managing and navigating hierarchy
 - Information control and exchange; sharing ideas and showing feelings
 - Attending and running meetings; what to expect; who should lead?
 - Colleague engagement & presentations (direct – indirect communication)
 - Gaining trust/results: building relationships
 - Colleague relations/engagement - differing cultural perceptions
 - Assertiveness & accountability (influence of hierarchy/equality based cultures)
 - Business planning (concepts of time; sense of urgency, multi-focus)
 - Negotiating/responsibility/initiative in group vs individual-oriented cultures
 - Decision making (rules/procedures – situational; ‘multiple truths’)