

COURSE DESCRIPTION

CHW058 – Intercultural Communication with Indian Business Partners

Course goal

In this course participants acquire knowledge and skills to work successfully with business partners and colleagues in India.

Main learning objectives

Upon completion of the course, participants will be able to

- understand the particulars of the Indian culture, mentality, ethos and value system
- recognize how their own culture differs from the one in India, and where similarities can be found
- better understand the typical concerns one may have when working with people from India
- successfully collaborate with people from and in India in spite of the differences and by making use of commonalities
- implement their own actions defined during the course for successful everyday use.

Participant profile

Participants can belong to any subject matter level and organizational rank (e.g. line managers, team supervisors, project managers, team members).

They already work with business partners and employees in India, or plan to do so.

Prerequisites

An interest in learning more about India and working with Indians. This may also include curiosity or concern about India's place in globalization.

Topics

- A short introduction to India as an ancient civilization, its historical background and how its people are blending traditions with modern lifestyle
- India's industrialization and what it means to doing business in India

- Detailed discussions of the key aspects in every day collaboration with India: hierarchy, leadership, communication, time management, quality assurance
- The Indian “cultural GPS”:
 - The harmony dogma (and what it means for communication and quality assurance)
 - The concept of Karma (and what it means for leadership and project management)
 - The relevance of Caste (and how it may or may not affect your co-operation with India)
 - Living in the four Ashrama (and what it means for people management, recruitment and retention)
 - Yuga: the Indian feeling for time (and what it means for time and project management)
- How to manage the Indian “cultural GPS”: every participant develops a hands-on action item list for successful everyday use

Course type

This is a face-to-face class room training with min. 9 and max. 12 participants.

Learning methods and tools

The workshop features a variety of methodologies including individual reflection, small group work, lecture, discussion, and interactive processes.

Laptop or tablet is required to have access to the e-documentation. Please bring your own device.

Duration

1 day