

Working Effectively with Chinese Culture

Course Objectives

- Learn about the foundation of Chinese beliefs, perceptions and business behaviour.
- Identify the differences in management styles, leadership and conflict resolution strategies.
- Acquire skills to effectively communicate with Chinese nationals in business and social contexts including demonstrating your understanding, offering feedback, and practical tips for influencing and negotiating with your partners.

Course Content

Welcome, Introduction and Agenda

What We Already Know: Delegates to share their prior experience and knowledge of China.

Why We Behave in the Way We Do: An introduction to cultural awareness.

Introduction and general information on China

- Administrative division
- Population and ethnic groups
- The Chinese language
- Chinese economy
- Chinese business environment

Guanxi, trust and interpersonal relationships

- Core cultural values
- Key concepts relating to interpersonal relationships
- Building and sustaining trust
- Maintaining Guanxi
- Managing personal questions in small talk

Chinese Business Practices

- Chinese hierarchy and decision-making
- Leadership styles, delegation and supervision
- How to manage and motivate Chinese partners
- 'Face' issues when offering feedback or an opinion
- Managing business meetings and presentations
- Handling video-conference calls with virtual teams
- Effective remote communication with your virtual team

Chinese Negotiation and Conflict Resolution

- Understanding Chinese negotiation styles
- Chinese negotiation tactics
- How to influence negotiation outcomes
- Tips on conflict resolution

Chinese Business Etiquette & Social Protocols

- Meetings and introductions
- Business card etiquette
- Dining and social etiquette
- Gift-giving

Strategies for Working Effectively Together: Delegates put together an action plan of practical dos and don'ts with useful tips that will help cement relationships and get the best out of multi-cultural working.

Summary, Questions & Answers, Close

Course details

Duration	1 Day
Max delegates:	14 Face to face 14 Virtual

For prices and dates please get in touch

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