

Working Effectively with French Culture

Course Objectives

- Gain an understanding of French culture, communication style and working practices to be more effective when working with your French colleagues.
- Analyse your preferred communication style and identify how you need to modify it when dealing with French people.
- Have opportunities to practice work situations which will allow you to build rapport with people more easily.

Course Content

Welcome, Introduction and Agenda

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

Know Yourself: How has your culture shaped your values and behaviour? What is “normal” behaviour?

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

Know How They See You: What image or expectations do the French have of you? What positive or negative stereotypes do they have? Being aware of sensitivities your French clients and colleagues may have.

Understanding Key French Cultural Values

- French Universalism
- Egalité
- Security
- Work/Life Balance
- Roots, Family, Regional Identity
- Intellectual Approach
- Hierarchy/Order
- Image

French Business Organisation

- Business hierarchy – recognising who has power
- Leadership and management styles
- Overcoming bureaucracy (Le système D = débrouillard)
- Formality/Protocol
- Logic and rationality
- Analytical decision-making
- Process over results and action
- Context-based wit
- Pride in French style
- The notion of time

Communication

- Forms of address, greetings, use of tu/vous
- The meaning of “non”
- Need to complain (“râleur”)
- Using your French language skills
- The structure of meetings, techniques, closing and following up a meeting
- Sharing information/being part of the ‘inner circle’
- Telephone/Web-conferencing in virtual teams: Best Practice
- Email communication in virtual teams: Best practice

Remotely Managing and Working with the French

- The authority of the Team Leader
- Strong hierarchy/direct instruction
- Developing trust by being “sérieux”
- Socialising – going to “pots”

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

learning@cambridgenetwork.co.uk

www.cambridgenetwork.co.uk/learning