Working Effectively with German Culture

Course Objectives

• Gain an understanding of German culture, communication style and working practices to be more effective when working with your German colleagues.
• Analyse your preferred communication style and identify how you need to modify it when dealing with German 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 Germany.

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.

Understanding Key German Cultural Values

• Punctuality
• Honesty and trustworthiness
• Logic, linear process and order
• Quality, efficiency and thoroughness
• Social responsibility
• Directness – criticism can aid clarity

Working with the Germans

• Rules and regulations “Ordnung muss sein” (“There has to be order”)
• Corporate structure and hierarchies, bureaucracy, attitudes towards risk
• The differences in UK and German leadership of teams
• Decision-making processes
• Influencing and persuading styles, dealing with conflict, political correctness
• Formality and social etiquette
• Impact of job security issues
• Impact of cultural differences in the workplace

Intercultural Communication

• German preferences for communication: direct, truth/honesty, need for information
• Meetings, sharing information, “Wissen ist Macht” (“knowledge is power”)
• Written and oral communication; Emails and telephone calls
• Forms of greetings

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
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<th><strong>Course details</strong></th>
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<tr>
<td><strong>Duration</strong></td>
<td>1 Day</td>
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| **Max delegates:**| 14 Face to face  
|                   | 14 Virtual |

For prices and dates please get in touch

[learning@cambridgenetwork.co.uk](mailto:learning@cambridgenetwork.co.uk)

[www.cambridgenetwork.co.uk/learning](http://www.cambridgenetwork.co.uk/learning)