

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

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