

Working Effectively with Italian Culture

Course Objectives

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

Course Content

Welcome, Introduction and Agenda

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

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 Italian Cultural Values

- *Campanilismo* – local patriotism
- *La famiglia*
- Reputation/*la Bella Figura*/good impression
- Relationship-oriented, personal connections, network
- Formality
- Recognition of status, power and age
- Hierarchy
- Flexibility
- Influence of the Catholic church

Working with the Italians

- Corporate structure and hierarchies, bureaucracy, attitudes towards risk
- The differences in UK and Italian leadership of teams
- Decision-making processes
- Influencing and persuading styles, dealing with conflict
- Formality and social etiquette
- Impact of job security issues
- Impact of cultural differences in the workplace

Intercultural Communication

- Italian preferences for communication: directness, humour, using emotions
- 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

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