Working Effectively with US Culture

Course Objectives

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

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.

The American Business Mind-set
- Who is an American? Impact of identity and diversity. Comparison of the regions.
- Core Values: The American Dream, time is money, Protestant work ethic, equal opportunity, individualism and self-reliance, freedom, democracy, patriotism, interpreting friendliness, reward for achievement.

Working with Americans
- Work/life balance
- Personal drivers and motivators
- Challenges to building relationships
- Understanding the hierarchy: approaches to leadership, planning and action
- Approaches to time, schedules and deadlines; presenteeism
- Focus on results
- Attitudes towards risk and change.

Effective Communication: Divided by a common language
- Choosing your words wisely, levels of formality/informality, hospitality and courtesy, directness and context – using great/poor examples and mini role-plays
- The use of politically correct language and expressions you must avoid
- Effective meetings and presentations
- Remote communication: top tips.

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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<tbody>
<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
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