

## 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

### Course details

<b>Duration</b>	1 Day
<b>Max delegates:</b>	14 Face to face 14 Virtual

For prices and dates please get in touch

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