

Intercultural Skills: Indian Cultural Awareness

delivered by:



Objectives

- Understand the impact of cultural differences when managing and motivating Indians
- Enhance one's communication (getting through) to Indian colleagues and "speaking their language"
- Improve your understanding of the way Indians think, work and behave
- Improve your overall management of remote teams

Part 1: A Brief Introduction to India

History	Civilisation 5000+ years (Video clips & maps) British influence 300+ years Since Independence 1947 Rapid progress in one generation
Geography	Land, Climate, Resources
People	Identity / Diversity / Languages / Dialects Sophisticated "New Indians" Urban middle class, under-educated rural poor
Religion	Hindus, Muslims, Sikhs, Buddhists, Christians Beliefs and Value Systems Philosophy / Astrology
Economy & Politics	World's largest democracy, Parliament, world-class recognition in IT, bio-technology and space

Part II: The Indian Mindset

- How the Indians see the British in general and as business people
- How the British see the Indians
- Indian lifestyle and aspirations
- Education system in India
- Focus on social interdependence, collective rights and responsibilities

Part III: Practical guidelines for working with Indians

- The role of the individual within the organisation, family and society
- Time: deadlines and schedules; dealing with Indian "stretchable" time
- Preferred leadership styles: deference for age and seniority, outward signs of demonstrating respect for seniors, establishing credibility
- Workplace approaches; decision-making, accepting responsibility, taking initiative
- Cross-cultural communication: understanding the Indian Yes and No; listening habits, format and expectations of meetings, understanding Indian English, learning about questioning techniques for clarifying situations



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Part IV: Managing Remote Indian Teams

- Building trust in a co-located and remote team
- Using technology to build trust remotely
- Conflict resolution and giving feedback
- Understanding sources of anxiety and emotions

Strategies for Working Effectively Together

Practical and useful tips that will help cement relationships and get the best out of multi-cultural working

Training Methods

The seminar is highly interactive in nature. Through active briefing, discussion, and enactment of authentic business scenarios (where possible drawn from the clients' own business world), participants are involved in learning and practicing new skills. Case studies and role-play exercises are used extensively for maximum impact. Videos and other visuals may also be used.

COURSE LEADER: Deepak Mahtani

Deepak Mahtani holds Business degrees from Sophia University in Tokyo, Japan and American College, Switzerland. He was born in Hong Kong, lived in Japan for 14 years and then relocated to Switzerland for a further 14 years. He speaks 6 languages. Formerly a Commercial Director for a large multi-national company in Geneva, his career has been extensively involved in strategic diversification and global purchasing.

Deepak is now a regular speaker at conferences and delivers training seminars throughout Europe on diversity, international negotiation and globalisation. He has assisted many companies in dealing with resistance to embracing diversity, in working with the Indians, in managing outsiders' perceptions and in formulating strategies for implementing change.

Deepak is the co-author of 'The British and how to deal with them: Doing Business with Britain's Ethnic Communities (Middlesex University Press, Oct. 2001)'.

Comments From Past Delegate

"I have learned a lot of new knowledge, unlike a lot of training courses which simply cover things I already know or should know"

Ian Gray Royal Society of Chemistry, Doctor

Maximum number of delegates: 12

**Cost: Members - 2 units, £300 +VAT
Non-members - £450 +VAT**

To register please email our Training Co-ordinator on registrations@thelearningcollaboration.com