

Babel

LANGUAGE AND CULTURAL TRAINING



Our **Doing Business in China** programme will help you gain an understanding of China's work culture and business organisation so that you will become more effective when working with your Chinese counterparts. We will provide tips for communicating clearly and offer opportunities to practice work situations to allow you to build rapport, influence and reach agreement with your Chinese colleagues more easily.

The programme is led by experienced cultural trainers who have an appreciation and understanding of cultural differences having lived and worked overseas for many years. It will provide you with a framework of practical, actionable advice.

Programme objectives:

This tailored programme will help you:

- Learn about the foundation of Chinese beliefs, perceptions and business behaviour
- Identify the differences in management styles, leadership and conflict resolution strategies
- Acquire skills to effectively communicate with Chinese nationals in business and social contexts including demonstrating your understanding, offering feedback, and practical tips for influencing and negotiating with your partners

DOING BUSINESS IN CHINA

COURSE OUTLINE

Course Design

This course is designed to be delivered either face-to-face or in live online modules and offers opportunities to contribute to polls, annotate slides, take part in exercises, and participate in group discussions.

Course Duration

Face-to-face: 1 day or half day
Online: Two x half-days or four x 90-minute modules.

Group Size

We recommend a maximum group size of 14 but larger groups can be accommodated.

Course Fee

Our fees depend on the course duration, how many participants will be attending and the scale of the overall program. We are happy to work within a defined budget.

Contact

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Introduction and general information on China

- Administrative division
- Population and ethnic groups
- The Chinese language
- Chinese economy
- Chinese business environment

Guanxi, trust and interpersonal relationships

- Core cultural values
- Key concepts relating to interpersonal relationships
- Building and sustaining trust
- Maintaining Guanxi
- Managing personal questions in small talk

Chinese Business Practices

- Chinese hierarchy and decision-making
- Leadership styles, delegation and supervision
- How to manage and motivate Chinese partners
- 'Face' issues when offering feedback or an opinion
- Managing business meetings and presentations
- Handling video-conference calls with virtual teams
- Effective remote communication with your virtual team

Chinese Negotiation and Conflict Resolution

- Understanding Chinese negotiation styles
- Chinese negotiation tactics
- How to influence negotiation outcomes
- Tips on conflict resolution

Chinese Business Etiquette & Social Protocols

- Meetings and introductions
- Business card etiquette
- Dining and social etiquette
- Gift-giving

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.



Language Training

Babel offers inspiring and interactive lessons in all major languages from Beginners to Advanced. Tailored to your own specific goals and scheduled at a convenient time, you'll receive support and motivation from your own native-speaking tutor.

Cross-Cultural Training

Cultural competency is a skill for anyone working in a global organisation. We help people recognise and understand the inevitable cultural differences they encounter and develop the skills necessary to successfully manage these differences.