

Babel

LANGUAGE AND CULTURAL TRAINING



Our **Doing Business in India** programme will help you gain an understanding of India's work culture and business organisation so that you will become more effective when working with your Indian 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 Indian 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:

- To understand the impact of cultural differences when managing and motivating your Indian partners
- Improve your understanding of the way Indians think, work and behave
- Offer advice for demonstrating trust, persuading, influencing and managing your partners
- To improve your communication ('getting through') with Indian counterparts by 'speaking their language.'

DOING BUSINESS IN INDIA

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

Sue Curry
Director

E: sue.curry@babelgroup.co.uk

T: 020 8295 5877

W: www.babelgroup.co.uk

Overview of India

- Background: History, British influence, since Independence, India today
- People: Indian diversity, languages, dialects
- Religion: Beliefs and value systems
- Education, lifestyle and aspirations

Ready for business

- The role of the individual within the organisation, family and society
- Leadership, who holds power, decision-making
- Building effective working relationships
- Attitudes towards rules and regulations
- Attitude towards change and new ideas
- Time, schedules and punctuality
- Potential clashes with your values, bridging the gap

Meeting and greeting

- First impressions
- Sharing information
- Giving and taking feedback
- Interpreting direct and indirect messages
- Understanding the Indian “Yes” and “No”
- Questioning techniques for clarifying situations and overcoming objections
- Motivating, delegating and engaging your counterparts remotely
- Encouraging Indians to accept responsibility and take initiative

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.