

Working with South Africa

Target audience

Company managers and staff working and dealing with the South Africans

Prerequisite

No prerequisite

Objectives

The aim of this seminar is to significantly improve the participants' effectiveness in their professional relationships with the South Africans, enabling them to be operational right from the start. At the end of this training, participants will have acquired the necessary skills to:

- Be aware of their own cultural baggage
- Fully understand the South African context and culture
- Analyze possible situations in which misunderstandings may arise and identify ways of communicating
- Reduce stress and misunderstandings
- Decipher and understand decision-making and negotiation processes in South Africa

Added value

- Conducted by an intercultural expert consultant
- Decoding the Nomad' Profiler
- Alternating theory and practical exercises
- Access to Digital Learning for 1 year
- Sharing best practices and personalized action plan

Accessibility

All our training courses are accessible to people with disabilities. Each training project will be the subject of a case study by our teams, in order to adapt the training program.

Corporate Training Solutions

Duration: to define.

You wish to organise a specific training course ?
Contact us !

PROGRAMME OUTLINE

MODULE 1 : UNDERSTANDING CULTURAL DIFFERENCES

1. Intercultural awareness: The key to succeed in international business

- Taking stock of one's own cultural baggage
- The basics of effective intercultural management
- Identifying and going beyond cultural stereotypes

2. Key aspect of South African culture

- A country with immense resources, 9 provinces and 11 official languages
- A multiethnic population, an emerging but fragile nation
- Vast economic potential waiting to be developed
- A country of great interest to imperial nations
- Independence, apartheid and the "pigmentocracy"
- "Truth and reconciliation": the quest for "interracial" peace
- *Black Economic Empowerment*

3. The impact of values and behavior patterns on professional dealings and relationships

- The family and the South African social fabric, the liberalization of South African women
- The impact of the Christian religions, limited tribal influence
- A variety of social distinctions
- The passage of time and rhythm of life
- Self control and conflict avoidance

4. The South African corporate world

- The importance of hierarchy and decision-making bodies
- The impact of daily difficulties upon productivity
- Differing management cultures according to the sector concerned
- *The Employment Equity Act*

MODULE 2 : SUCCEEDING IN WORK WITH SOUTH AFRICANS

1. Effective communication with South Africans

- Generating and maintaining dialogue: greetings and small talk
- Giving a personal touch to relationships
- Deciphering non-verbal communication
- English, Afrikaans and Zulu: the advantages of knowing at least the basics

2. Adapting your working methods

- Building trust and confidence: respect, a willingness to listen and attentiveness
- The keys for an effective management: appropriateness, fairness and flexibility
- Encouraging performance: "khuba" and pay
- Responsibility and decision making
- Motivating, delegating, providing feedback, giving praise where it's due, conflict resolution
- Pitfalls to be avoided

3. Successful meetings and negotiations with South Africans

- An approach to business which is both Anglo-Saxon yet African at the same time
- Dealing with administrative burdens and obstacles
- Identifying decision makers
- Time and deadline management
- Attitudes to contracts and their implications
- Organize what happens after the negotiations

4. Final handy tips

- Caution, patience and humility
- Protocol and etiquette
- Social standards, gifts, business cards, dress code, etc
- Sensitive subjects: politics, History, religion
- Humour: a double-edged sword