

Developing Cultural Intelligence – Bridging the Gap between Cultures (North India)



Training Overview

As a rising economic powerhouse, India has successfully produced professional talents who are employed all around the world. Additionally, many support centres servicing global clients are based in Northern India. Are you able to communicate clearly and effectively with people from North India? What is the North Indian approach to working hours, giving instructions, and conducting meetings? As a hierarchical culture, how is decision making done among North Indian senior management? Through cross-cultural communication training, you will learn to develop Cultural Intelligence that will help you work effectively with your managers, colleagues or business partners from North India.

Course Objectives:

- Have a strong awareness of our own culture and the cultures of those in Northern India.
- Develop an understanding of how our own culture and North Indian cultures affect the way we behave, communicate and react in daily business situations.
- Understand the needs of our North Indian colleagues or business partners and adapt our communication style to ensure a favourable outcome.
- Identify any counterproductive stereotypes and prejudices toward North Indians.
- Develop strategies to be more productive during interaction and communication with colleagues and clients from North India.

COURSE BENEFITS

- **UNDERSTAND** your own cultural values and the values of people from North India
- **IDENTIFY** differences in communication styles between you and your North Indian colleagues
- **DEVELOP** strategies to bridge the gaps between your own culture and North Indian culture
- **LEARN** to communicate in a way that builds strong and trusting relationships



CULTURE BOLEH!
GLOBAL TRAINING



Within Malaysia

Call: (+60) 3-8073 3707

Within North America

Call: (+1) 289-801-1914

Email Us

info@cultureboleh.com

Malaysian Office:

F-3-16, IOI Boulevard, Jalan Kenari 5,
Bandar Puchong Jaya, 47170 Puchong,
Selangor Darul Ehsan, Malaysia

Follow us on Twitter

[@cultureboleh](https://twitter.com/cultureboleh)

Developing Cultural Intelligence – Bridging the Gap between Cultures (North India)

Course Outline

Module 1: What is Culture?

- Understanding what culture is and how it affects us
- Getting to know our own culture
- Cultural values and how they affect your work

Module 2: Measuring Cultural Value Systems of Malaysia and

North India

- An overview of the cultural scale
- Understanding Power Distance within the workplace
 - Management styles across cultures
 - Speak up or keep quiet
- Communication Approach-Indirect vs Direct
 - How do you really feel?
 - The impact of “face saving”
 - Communicating among a high context Asian multicultural team
- Collectivism vs Individualism
 - How important is harmony?
 - Arguing in meetings-When to do it and when not to
 - Collectivism and the impact on decision making
- Relationship vs Task
 - Just get the job done
 - Do you trust me?
- Caution vs Risk
 - Can you take a chance?
 - Will you offer your opinion?
- A personal evaluation - Where am I now?

Module 3: Communicating Effectively with Northern Indians

- Using the 4R Strategy to build understanding and avoid judgement
- Understanding our own communication style
- A contrast in communication styles
- Bridging the gap in communication styles

Module 4: Seeing Beyond Bias and Stereotypes

- Common blocks to cross-cultural communication and understanding
- Overcoming counterproductive stereotypes and moving past bias

Module 5: Working Together with Cultural Understanding

- You CAN work together and communicate effectively
- Strengthening collaboration through diversity
- Strengthened by way of diversity

WHO WILL BENEFIT

This two-day program is best suited for:

- **Administrators** dealing with support staff from North India
- **Finance personnel** working with accounts payable teams based in North India
- **Managers** leading global teams
- **Project teams** working with developers or IT personnel from North India



Anita Sachdev
Intercultural Consultant
Self-leadership Facilitator

Originally from North India, Anita left in 1988 for UK before moving on to spend 22 years in North America. She returned to live in India in 2010 bringing with her a wealth of knowledge and experience and an abundant passion for intercultural management. She delivers successful cross-cultural training for Expat and Indian leaders working across borders, and global leadership programs to multi-cultural management teams. Anita has worked in India with CEOs, senior-level executives and departmental managers from diverse cultural and professional backgrounds to support these leaders in becoming effective and comfortable working with other nationalities.



CULTURE BOLEH!
GLOBAL TRAINING



Within Malaysia

Call: (+60) 3-8073 3707

Malaysian Office:

F-3-16, IOI Boulevard, Jalan Kenari 5,
Bandar Puchong Jaya, 47170 Puchong,
Selangor Darul Ehsan, Malaysia

Within North America

Call: (+1) 289-801-1914

Email Us

info@cultureboleh.com

Follow us on Twitter

@cultureboleh