

Living and working in Chile

Target audience

Employees preparing for an assignment in Chile and their partners

Prerequisite

No prerequisite

Objectives

This seminar aims at significantly improving the ability of the participants to **meet the challenges of living and working abroad**. The objective is to enable them to identify the stumbling blocks that lie ahead and to be able to adapt and integrate in Chile. At the end of this training, participants will have acquired the necessary skills to:

- Be aware of their own cultural baggage
- Understand Chilean context and culture
- Analyze situations in which misunderstandings may arise and identify ways of communicating more effectively
- Reduce and manage the symptoms of culture shock
- Understand Chilean mindset, work practices, decision-making processes and negotiating styles
- Strike the right balance between personal and professional life

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. Please do not hesitate to contact us to discuss the possible options : r.dubert@akteos.fr

Access Modalities and Entry Assessment

- Average access time: 2 weeks
- Completion of a prior questionnaire and/or e-learning module before the training to identify needs and adapt the content

Evaluation Modalities

- In-training assessments: e-learning module, quizzes, role plays, case studies, etc.
- End-of-training assessment: evaluation completed by consultants to assess the achievement of training objectives, immediate feedback questionnaire including a self-assessment section

PROGRAMME OUTLINE

MODULE 1 : SUCCESSFUL PERSONAL INTEGRATION IN CHILE

1. Cross-cultural awareness : the key to a successful expatriation

- Taking stock of one's own cultural baggage
- Culture shock and the integration process
- Identifying and going beyond cultural stereotypes

2. Key aspects of Chilean culture

- A Latin American giant
- A generally uniform population
- A well-established catholic tradition
- The painful impact of the military dictatorship
- The delicate political and economic situation

3. Chilean values and behaviour patterns

- The continued existence of "machismo"
- The influence of the religious institutions
- Pride and a sense of honour
- An inflexible class system
- A sarcastic sense of humour
- Emphasis and expressiveness
- The importance attached to qualifications and status

4. Practical day-to-day information

- Focus on the host town or city
- Transport, administration, housing, security, hygiene and healthcare
- Social life, leisure activities
- Learning the language
- Schools, extracurricular activities, sport

MODULE 2 : SUCCESSFUL PROFESSIONAL INTEGRATION IN CHILE

1. The Chilean corporate world

- A somewhat conservative organizational structure
- Concerted decision-making
- A strong work ethic
- The role of the state and of the church

2. Effective communication with the Chileans

- The rules of gestural and non-verbal communication
- Implicit communication
- Spanish and English for business

3. Working with Chilean teams

- Building trust and confidence: education, experience and an open mind
- Effective management: responsibility and decision-making
- Dealing with touchy or sensitive people
- Anticipating reticence
- The role of mediators

4. Successful meetings and negotiations with the Chileans

- Discipline and punctuality
- Identifying strategies
- Creating a favourable climate
- Written contracts, their interpretation and implications

5. Final handy tips

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