Akteos Training

Working with Denmark

Target audience

Company managers and staff working and dealing with the Danes

Prerequisite

No prerequisite

Objectives

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

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

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 : UNDERSTANDING CULTURAL DIFFERENCES

1. Intercultural awareness : the key to success 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 aspects of Danish culture

- A territory encompassing more than 400 islands
- A long history of conquest
- The oldest kingdom in Europe
- A trade-based economy

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

- The private sphere and family life: a secret garden
- The Danish woman: a model of successful emancipation
- Well-being and good manners: understanding the concept of Hygge
- Modesty, restraint and discretion
- A monochronic view of time
- Tolerance and consensus

4. The Danish corporate world

- The "Scandinavian model"
- Rigorous organisation and concerted decision-making
- Understanding Denmark's welfare state
- Working methods and the notion of quality
- Professional relationships

MODULE 2 : SUCCEEDING IN WORK WITH THE DANES

1. Effective communication with the Danes

- Direct and informal communication
- The importance of context and intonation
- Deciphering non-verbal communication
- Understanding networks and the way they operate

2. Adapting your working methods

- Effective management: courtesy, discretion and a willingness to listen
- Building trust and confidence: discipline, fairness and expertise
- Planning, anticipating and persevering
- An emphasis on consultation and joint decision-making
- Pitfalls to be avoided

3. Successful meetings and negotiations with the Danes

- Launching an "everyone's a winner" strategy
- Openness and honesty
- Carefully honing your persuasive skills
- Time, priority and deadline management
- Understanding written contracts, their interpretation and implications
- Organising the post-negotiation phase

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

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Would you like to organize a customized in-house training session? Please feel free to contact us.