

Living and working in Lebanon

Target audience

Employees preparing for an assignment in Lebanon 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 Lebanon. At the end of this training, participants will have acquired insights and techniques to:

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

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 PERSONNAL INTEGRATION IN LEBANON

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 Lebanese culture

- A Middle Eastern country with an impressive heritage
- A multifaceted country with no fewer than 17 religions
- An unstable state
- The legacy of French colonisation
- The impact of the war

3. Lebanese values and behaviour patterns

- Hospitality and generosity
- The family: an important social bedrock
- The importance of one's origins and clan
- Expressing emotions
- A sense of honour
- Rigidly ordered relationships between men and women
- An adaptable approach to time
- Religious influences

4. Practical day-to-day information

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

MODULE 2 : SUCCESSFUL PROFESSIONAL INTEGRATION IN LEBANON

1. The Lebanese corporate world

- A paternalistic corporate model
- A great deal of importance attached to status and qualifications
- Decision-making focused on a clearly established hierarchy
- The prevalence of nepotism

2. Effective communication with the Lebanese

- Smiles and greetings
- Understanding gestural communication
- Giving relationships that personal touch
- The French language and a few pitfalls to be avoided

3. Working with Lebanese teams

- Effective management: charisma, responsiveness and intuition
- Supervising, consulting and circulating information
- Understanding the importance of individual pride
- Prudence, patience and openness

4. Successful meetings and negotiations with the Lebanese

- Initiating dialogue
- Managing ambiguity and unforeseen events
- Building a climate of trust
- 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, Syria
- Humour: a double-edged sword