

# Working with Botswana



## Target audience

Company managers and staff working and dealing with the Batswana



## Prerequisite

No prerequisite



## Objectives

The aim of this seminar is to significantly improve the participants' effectiveness in their professional relationships with the Batswana, 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 Batswana context and culture
- Analyze possible situations in which misunderstandings may arise and identify ways of communicating
- Reduce stress and misunderstandings
- Decipher and understand Batswana decision-making and negotiation processes of the Batswana



## 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 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 Batswana culture

- A desert region within the Kalahari area
- A multi-confessional but chiefly Christian country
- A tribal and multi-ethnic society
- The impact of British colonization
- A fragile economy

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

- A patriarchal society
- A sense of identity: the subsumption of ethnic divisions
- Tolerance and moderation
- Timidity and restraint
- Respect for the elder
- The value attached to status and qualifications

#### 4. The corporate world in Botswana

- Companies with a clear hierarchical structure but nevertheless attentive to their staff
- Formality and discipline
- The great importance attached to reliability and productivity
- Professional relationships

### MODULE 2 : SUCCEEDING IN WORK WITH THE BATSWANA

#### 1. Effective communication with the Batswana

- Formal greetings
- Characteristics specific to certain ethnic groups: factors to be taken into account
- The meaning of silence and tone during implicit communication
- English, Setswana and dialects

#### 2. Adapting your working methods

- Effective management: informing, involving and listening
- Building trust and confidence: reliability and leadership. Leading by example
- Using praise, flattery and respect to boost performance
- Encouraging dynamism: the importance of relationships outside work
- Pitfalls to be avoided

#### 3. Successful meetings and negotiations with the Batswana

- Behaving in a sincere, reasonable and friendly manner
- The importance of socializing outside work
- Patience and perseverance
- Understanding written contracts, their interpretation and implications
- Organizing 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