

# Working with the Democratic Republic of Congo

## Target audience

Company managers and staff working and dealing with the Congolese

## Prerequisite

No prerequisite

## Objectives

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

## Added value

- Create your Cultural Profile
- Access to 70 Country Packs
- Pragmatic, fun e-learning
- Interactive method
- Acquire operational tools

## 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 Congolese culture

- A multi-ethnic and extremely religious population in a secular state
- Impressive resources attracting intense international attention
- The Congo, Zaire and the Democratic Republic of the Congo: historical timeline
- The impact and scars of Belgian colonisation
- A fragile but encouraging political situation

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

- Hospitality and curiosity
- A society organized into separate clans and communities
- The many faces of Congolese women
- The importance attached to appearances and propriety
- The inspiration and influence of Christianity in day-to-day life
- A variable view of time according to the situation
- Humour, laughter and jokes

#### 4. The Congolese corporate world

- A paternalistic and hierarchical corporate culture
- The high status of labour
- Key differences between the private and public sectors

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

#### 1. Effective communication with the Congolese

- Tactile and non-verbal communication
- Courtesy, banter and politeness
- Deciphering hints and unspoken messages
- The French language and local dialects

#### 2. Adapting your working methods

- Effective management: experience, skills and productivity
- The benefits of adopting an open, firm and good-natured stance
- Encouraging commitment by giving praise and responsibility where it's due
- Creating a fair and neutral professional environment
- Giving relationships that personal touch
- Pitfalls to be avoided

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

- The importance attached to meeting others and maintaining consistent relationships
- Deciphering hierarchical relationships
- Patience and perseverance
- 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
- Sensitive subjects: politics, history, religion
- Humour: a double-edged sword