

Working with Djibouti



Target audience

Company managers and staff working and dealing with the Djiboutians



Prerequisite

No prerequisite



Objectives

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

- The Land of the Brave: a strategic micro-state in the Horn of Africa
- Afars, Somalis, Arabs and Chamites : a multi-ethnic population
- A proud, age-old civilization and heritage
- Colonization, famines and civil war: stability after a turbulent past
- A trade-based economy

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

- An emerging national identity and the persistence of ethnic issues
- A patriarchal social structure based on tribal and rural traditions
- Islamic fervor
- An adaptable approach to time and space
- Pride and a sense of honour
- Respect for age and status: the role played by the *ugaz*
- Music, dance and qat: festive gatherings

4. The Djiboutian corporate world

- Family-based, state-owned and international businesses: separate organizations, separate realities
- Work and professional status as indicators of social rank
- The role of migrants and the impact of unemployment
- The international military presence: generating jobs and currencies
- The state and the authorities: major employers

MODULE 2 : SUCCEEDING IN WORK WITH THE DJIBOUTIANS

1. Effective communication with the Djiboutians

- Networking and reputation: the emphasis on verbal communication
- The importance of greetings and *small-talk*
- Deciphering gestures and non-verbal communication
- French, Arabic and local languages

2. Adapting your working methods

- Effective management: leadership, experience and a willingness to listen
- Encouraging cohesion and harmony
- Ironing out and minimizing differences to forge a genuine group spirit
- Proposing, listening, deciding and supervising
- Pitfalls to be avoided

3. Successful meetings and negotiations with the Djiboutians

- Building trust and confidence: adding that personal touch to cement long-term relationships
- Responsiveness, adaptability and availability
- The subtle art of negotiation
- 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
- Sensitive subjects: politics, history, religion
- Humour: a double-edged sword