

Working with Ivory Coast



Target audience

Company managers and staff working and dealing with the Ivorians



Prerequisite

No prerequisite



Objectives

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

- A West African nation with extensive resources
- A patchwork quilt of ethnic communities
- A country divided by religion
- The impact of the French colonization
- A delicate political situation
- An underlying climate of xenophobia

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

- The family as a social bedrock
- Propriety and appearances
- Ivorian women: mistress in their own homes despite the stereotypes
- Passion and emotions
- Respect for elders and for status
- A tradition of solidarity and mutual assistance

4. The Ivorian corporate world

- A hierarchical and paternalistic company structure
- Major differences between the public and private sectors
- Nepotism, privileges and favouritism
- Working methods and the notion of quality

MODULE 2 : SUCCEEDING IN WORK WITH THE IVORIANS

1. Effective communication with the Ivorians

- A highly demonstrative communication style: understanding the spoken language
- The impact of social and family-based networks
- The deceptive simplicity of using the French language

2. Adapting your working methods

- Effective management: reserve and diplomacy
- Building trust and confidence: tolerance, respect and moderation
- Making the most of organisational factors
- Bringing people together: encouraging the emergence of a team spirit

3. Successful meetings and negotiations with the Ivorians

- Conveying an air of wisdom and expertise
- Meeting influential decision makers
- Patience and perseverance
- Spotting tacit agreements and disagreements
- 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