

Working with Togo



Target audience

Company managers and staff working and dealing with the Togolese



Prerequisite

No prerequisite



Objectives

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

- A west African nation with six geographical regions
- The legacy of French colonization and of the German protectorate
- A racially-mixed multiethnic population
- The scars left by Togo's violent political history
- An economic situation of significant international interest

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

- The importance of family life
- Hospitality and a sense of honour
- A highly patriarchal society
- Animism and voodoo: spirituality as part of daily life
- The importance of local and tribal values
- Respect for elders and for status
- An adaptable approach to time

4. The Togolese corporate world

- An employer-focused, paternalistic corporate environment
- Nepotism, privileges and favouritism
- A precarious labour market
- Working methods and the notion of quality

MODULE 2 : SUCCEEDING IN WORK WITH THE TOGOLESE

1. Effective communication with the Togolese

- The importance of networking
- Understanding hidden messages and non-verbal communication
- A prudent and reserved communication style
- The French language and local dialects

2. Adapting your working methods

- Effective management: perspective, expertise and leadership
- Building trust and confidence: a willingness to listen, moderation and fairness
- Supervising, explaining and adapting
- Successfully penetrating vertical decision-making processes
- Pitfalls to be avoided

3. Successful meetings and negotiations with the Togolese

- Trading skills
- Approaching the right people, the right way
- Building and maintaining long-term partnerships
- Time, priority and deadline management
- 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
- Sensitive subjects: politics, history, religion
- Humour: a double-edged sword