

# Working with Bolivia



## Target audience

Company managers and staff working and dealing with the Bolivians



## Prerequisite

No prerequisite



## Objectives

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



## 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 Bolivian culture

- A Latin American enclave crossed by the Andes
- A patchwork quilt of peoples
- The richness of the country's pre-Columbian heritage
- Conquistadors, Bolivar and the army: a history of dictatorship
- A fragile economy helped by international aid
- Political renewal: a source of hope

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

- The private sphere: a jealously guarded aspect of Bolivian life
- The importance of appearances
- A Catholic tradition and spiritual fervour
- Passion and emotions: a tradition of expressiveness
- The value attached to status and qualifications
- Clearly defined social classes
- A flexible view of time

#### 4. The Bolivian corporate world

- Well-entrenched hierarchical corporate structures
- The importance attached to performance faced with the scourge of inactivity
- The influence of political parties in the labour field
- The prevalence of corruption

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

#### 1. Effective communication with the Bolivians

- Formality, small talk and politeness
- A direct but moderate communication style
- The importance of networks and networking
- Bolivian Spanish, regional dialects and English for business

#### 2. Adapting your working methods

- Effective management: discipline, experience and leadership
- Building trust and confidence: kindness, an open mind and accessibility
- Managing and supervising: moderation, fairness and coherence
- Avoiding jealousy. Dealing with touchy and sensitive people
- Pitfalls to be avoided

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

- Identifying and defining strategies
- Giving relationships that personal touch to improve feedback and dialogue
- Paying careful attention to contractual documents
- Maintaining and developing contacts

#### 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