

# Working with Venezuela



## Target audience

Company managers and staff working and dealing with the Venezuelans



## Prerequisite

No prerequisite



## Objectives

The aim of this seminar is to significantly improve the participants' effectiveness in their professional relationships with the Venezuelans, enabling them to be operational right from the start. At the end of this training, participants will have acquired insights and techniques to:

- Be aware of their own cultural baggage
- Fully understand Venezuelan context and culture
- Analyse possible situations in which misunderstandings may arise and identify ways of communicating
- Reduce stress and misunderstandings
- Decipher and understand Venezuelan 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 Venezuelan culture

- A multiethnic and multicultural country
- A major player on the international scene
- An outstanding tropical heritage
- An economy marked by inequality and heavily influenced by oil production

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

- Venezuela's longstanding catholic tradition
- Hospitality and tolerance
- Emotion and passion
- Socialization via festivals and entertainment
- The importance attached to appearances
- A free and unfettered approach to time

#### 4. The Venezuelan corporate world

- A centralised company structure
- A commitment to one's work. Adaptability
- The myth of the American model
- Advantages and privileges.
- Criminal organizations and corruption

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

#### 1. Effective communication with the Venezuelans

- The importance of greetings and courtesy
- The importance of eye contact and gestures
- A direct and informal communication style
- Spanish and English for business

#### 2. Adapting your working methods

- Effective management: flexibility, an open mind and modesty.
- Building trust and confidence: leading by example
- Supervision and an ability to listen
- Joint decision-making
- Maximising team spirit and cohesion
- Pitfalls to be avoided

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

- Building a climate of trust
- Establishing your credibility: professionalism, legitimacy and perseverance
- 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
- The Venezuelan sense of humour