Making a success of your outsourcing project in India

Target audience

All professionals working on outsourcing projects in India, IT managers, project leaders, onshore and offshore engineers, etc.

Prerequisite

No prerequisite

Objectives

This course is intended to significantly improve the participants' effectiveness in their professional dealings with the Indians and to help them to become immediately operational. At the end of this training, they will have acquired the necessary skills to:

- Differentiate between job-specific problems and cultural problems.
- Reduce the cultural distance with India.
- Improve communication between onshore and offshore units.
- Develop skills in managing long-distance projects.
- Analyze situations resulting in misunderstandings and avoid pitfalls when dealing with the Indians.

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 THE CHALLENGES OF OUTSOURCING IN INDIA

1. Strategic challenges

- India is not No.1 for nothing: assessing the attractiveness of India.
- Defining the scope and limitations of outsourcing: from tasks to projects.
- Intercultural distance in specific jobs and activities: different views of the professional engineer.
- Which projects are difficult to outsource to India?

2. Intercultural challenges

- Identifying cultural aspects and understanding your own cultural "baggage".
- The political, religious, social and economic situation in India.
- Measuring the impact of these situations upon behaviour patterns: the importance of hierarchy and relational values, etc.

3. Operational challenges

- Outsourcing and industrial production: assessing the relevance of processes.
- How should you set about transferring projects to India
- Project management: Key factors
- Using the Indians' process-related skills.

4. The challenge of long distance operations

- Identify differences between working with people at long-distances and working locally.
- Introducing the six key stages for a long-distance project.
- Identifying specific areas for attention when working at long distances with the Indians.

MODULE 2 : MANAGING OUTSOURCED INDIAN TEAMS

1. Communication-related aspects

- Developing a collaborative approach.
- Measuring the impact of cultural distance.
- 15 key tips for communicating with the Indians more effectively at long distances.
- Establishing common communication standards between operating units.
- Creating a "one-team" spirit.

2. Management-related aspects

- Understanding the Indian approach to leadership.
- Identifying motivating factors in India.
- Measuring and reducing the effect of staff turnover upon outsourced projects in India.
- Transferring technical and functional expertise.
- Encouraging initiative and excellence.

3. Human resource management in India

- The job market and job profile for Indian engineers.
- Building loyalty among Indian engineers.
- Understanding the Indian educational system.
- How to read a CV.

4. Best practices

- Formally recognising and recording knowledge, know-how and interpersonal skills gained during training. Identifying personal and professional challenges.
- Establishing a personal action plan.

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