

Working with New Zealand

Target audience

Company managers and staff working and dealing with the New Zealanders

Prerequisite

No prerequisite

Objectives

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

- An isolated island nation, *Tangata Whenua*: the "people of the land"
- *Pakehan, Maoris*, migrants and Kiwis: a multi-ethnic population
- New Zealand's native and colonial heritage
- A nation at peace following the Treaty of Waitangi
- The social and political situation. The economic environment
- The educational system

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

- Hospitality, politeness and courtesy
- The rejection of discrimination, a relatively fair parity between the sexes
- The impact of native culture
- Pride in one's identity
- Loyalty
- A unique sense of humour, composure and self-control
- Sport: both a key value and an outlet
- Responsiveness and resilience

4. The corporate world in New Zealand

- Reliability, discipline and punctuality: an outstanding workforce
- The prevalence of standards-based operating procedures
- Efficient and relatively informal working relationships
- The role of the state and the authorities

MODULE 2 : SUCCEEDING IN WORK WITH THE NEW ZEALANDERS

1. Effective communication with the New Zealanders

- The importance attached to greetings
- Body language and possible misunderstandings which may arise
- The importance of networking
- The specific characteristics of New Zealand English

2. Adapting your working methods

- Effective management: trust, frankness and competence
- Boosting performance: setting an example and giving praise when due
- Establishing your personal credibility: leadership, responsiveness and ingenuity
- Consulting before deciding
- Conflict resolution: humility, prudence and mediation
- Pitfalls to be avoided

3. Successful meetings and negotiations with the New Zealanders

- Building trust through contact and activities outside work time
- Honesty and precision
- Identifying decision-makers and power chains/power conflicts
- Identifying negotiation styles
- Time, priority and deadline management
- Understanding 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, etc
- Sensitive subjects: politics, history, religion
- Humour: a double-edged sword