

Working with Taiwan



Target audience

Company managers and staff working and dealing with the Taiwanese



Prerequisite

No prerequisite



Objectives

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

- A "nationalistic" and capitalist Chinese island state
- A native aborigine minority
- A warm, humid climate
- A tense relationship with mainland China
- A successful and efficient economy

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

- A combination of Asian values and American traditions
- Inherited agricultural values
- Taiwan's Confucian, Taoist and Buddhist heritage
- A cyclical view of time and the notion of collective space
- The importance of the family and private life
- Chinese thought: harmony is the key

4. The Taiwanese corporate world

- A rigid and well-established hierarchy
- Discipline, rigour and productivity
- A tradition of initiative
- Working methods and the notion of quality
- Professional relationships

MODULE 2: SUCCEEDING IN WORK WITH THE TAIWANESE

1. Effective communication with Taiwanese counterparts

- Forging relationships, the special features of *guangxi*
- The hidden meanings of Yes and No.
- Understanding the true significance of smiles
- Controlling one's emotions to master the situation at hand
- Traditional Mandarin and English used for business

2. Adapting your working methods

- Deference and respect for superiors
- Building trust to generate loyalty
- Listening, understanding and learning
- The importance of saving face. Dealing with touchy and sensitive people
- Pitfalls to be avoided

3. Successful meetings and negotiations with the Taiwanese

- The art of negotiation
- Understanding the Taiwanese sense of time
- Perseverance, discipline and precision
- The contract is signed! But is this the start or end of the negotiations?

4. Final handy tips

- Caution, patience and humility
- Protocol and etiquette
- Social standards, gifts, business cards, dress code, banquets
- Sensitive subjects: politics, history, religion
- Humour: a double-edged sword