

Working with Albania



Target audience

Company managers and staff working and dealing with the Albanians



Prerequisite

No prerequisite



Objectives

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

- A Balkan nation situated at the gateway to Europe
- The impact of regional conflicts
- A fragile economy currently in a state of transition
- A delicate political situation

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

- Family and heritage-related values
- A people known for their warmth and hospitality
- The value of friendship and education
- Honour and pride in identity
- Prudence and moderation
- The importance attached to appearance
- An adaptable approach to time
- The importance of qualifications and status

4. The Albanian corporate world

- The continued existence of Soviet-style organisational methods
- Considerable value attached to age and experience
- Commitment and determination
- Subordination to management processes

MODULE 2 : SUCCEEDING IN WORK WITH THE ALBANIANS

1. Effective communication with Albanians

- Smiles, greetings and social etiquette
- Deciphering non-verbal communication
- Learning Albanian: a great advantage for business

2. Adapting your working methods

- Effective management: empathy, productivity and leadership
- Building trust and confidence: an open mind, skill and precision
- Taking account of others' opinions
- Facilitating promotion and progress
- Encouraging cooperation and a genuine group culture
- Pitfalls to be avoided

3. Successful meetings and negotiations with the Albanians

- Cordiality and precision
- Identifying the most suitable channels
- Anticipating possible logistical problems
- 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