

# Living and working in Bosnia-Herzegovina



## Target audience

Employees preparing for an assignment in Bosnia Herzegovina and their partners



## Prerequisite

No prerequisite



## Objectives

This seminar aims at significantly improving the ability of the participants to **meet the challenges of living and working abroad**. The objective is to enable them to identify the stumbling blocks that lie ahead and to be able to adapt and integrate in Bosnia-Herzegovina. At the end of this training, participants will have acquired insights and techniques to:

- Be aware of their own cultural baggage
- Understand Bosnian context and culture
- Analyse situations in which misunderstandings may arise and identify ways of communicating more effectively
- Reduce and manage the symptoms of culture shock
- Understand Bosnian mindset, work practices, decision-making processes and negotiating styles
- Strike the right balance between personal et professional lives



## 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 : SUCCESSFUL PERSONNAL INTEGRATION IN BOSNIA HERZEGOVINA

#### 1. Cross-cultural awareness : the key to a successful expatriation

- Taking stock of one's own cultural baggage
- Culture shock and the integration process
- Identifying and going beyond cultural stereotypes

#### 2. Key aspects of Bosnian culture

- A crossroads of numerous civilisations: Roman, Slavic and Turkish heritage
- From the Austro-Hungarian empire to Yugoslavia
- Tito's government
- The long and painful road to democracy
- A complex multiethnic and multi-confessional society
- A delicate economic situation

#### 3. Bosnian values and behaviour patterns

- A strong attachment to origins and the notion of the national soil
- A male-dominated and family-oriented society
- A significant collective position
- Hospitality, sociability and curiosity: "a smile can unlock the golden door"
- Passions and emotions

#### 4. Practical day to day information

- Focus on the host town or city
- Transport, administration, housing, security, hygiene and healthcare
- Social life, leisure activities
- Learning the language
- Schools, extracurricular activities, sport

### MODULE 2 : SUCCESSFUL PROFESSIONNAL INTEGRATION IN BOSNIA-HERZEGOVINA

#### 1. The Bosnian corporate world

- Organisational and working methods inherited from the communist era
- Privileges and favouritism
- The State, the unions and bureaucracy

#### 2. Effective communication with the Bosnians

- An explicit and friendly communication style
- The importance of networks
- The spoken language: pitfalls to be avoided
- Serb, Bosnian or Croat: the importance of language

#### 3. Working with Bosnian teams

- Effective management: informing, involving and listening
- Building trust and confidence: leading by example
- Using praise, flattery and respect to boost performance
- Encouraging dynamism: the importance of relationships outside work

#### 4. Successful meetings and negotiations with the Bosnians

- Relationship building
- Identifying decision-makers
- Anticipating obstacles: consultation and compromise
- Time and deadline management
- Written contracts, their interpretation and implications

#### 5. Final handy tips

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