

# Working with Finland

## Target audience

Company managers and staff working and dealing with the Finns

## Prerequisite

No prerequisite

## Objectives

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

## Added value

- Conducted by an intercultural expert consultant
- Decoding the Nomad' Profiler
- Alternating theory and practical exercises
- Access to Digital Learning for 1 year
- Sharing best practices and personalized action plan

## Accessibility

All our training courses are accessible to people with disabilities. Each training project will be the subject of a case study by our teams, in order to adapt the training program.

## 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 Finnish culture

- A European northern nation
- A uniform population
- A unique ancestral heritage
- A secular state with a Lutheran heritage
- An excellent educational system

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

- *Sisu*: endurance, courage and determination
- The importance attached to privacy
- A sense of proportion and humility
- Equality of the sexes and parity
- The national pride of the *suomalainen*
- Social integration and participation through sport

#### 4. The Finnish corporate world

- The differences between the public and private sectors
- A work ethic based on productivity and fairness
- A collaborative decision-making process
- The important role played by the trade unions

### MODULE 2 : SUCCEEDING IN WORK WITH THE FINNS

#### 1. Effective communication with the Finns

- Frankness and moderation
- Silence, physical distance and the limited use of gestures
- The challenges and benefits of learning Finnish
- The circulation of information, networks

#### 2. Adapting your working methods

- Effective management: skill, discipline and perseverance
- An ability to qualify, listen and compromise
- Proving your worth to win the trust and confidence of others
- Encouraging initiative and proposals
- The sauna test
- Pitfalls to be avoided

#### 3. Successful meetings and negotiations with the Finns

- Honesty and precision
- The importance of facts and presentation
- The qualities of accuracy and punctuality
- The importance of contracts
- Organising the post-negotiation phase

#### 4. Final handy tips

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