

# Working with Italy



## Target audience

Professionals who work with Italy



## Prerequisite

No prerequisite



## Objectives

Significantly increase participants' effectiveness in their professional relations with people from Italy

At the end of the training session, participants will have the tools to:

- Adopt an intercultural approach
- Understand the context and culture of Italy
- Decipher cultural codes and analyse sources of misunderstandings
- Adapt their communication and work methods
- Decode 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

### ADOPTING AN INTERCULTURAL APPROACH

- Develop awareness of participant's cultural biases
- Understand the impact of cultures on behavior
- Identify and overcome stereotypes

### UNDERSTANDING ITALIAN CULTURAL CODES

#### Discovering the cultural basics of Italy

- The Italian boot: a fragmented territory, the North-South divide
- Catholicism at the heart of everyday life
- The role of the family
- The importance of the bella figura

#### Understanding Italian values

- Creativity and quick thinking: the richness of the Italian fantasia
- The importance of work, effort and success
- The sense of effort and success, knowing how to laugh and smile
- Il gestire vagabondo or how to seize opportunities

### OPTIMIZE YOUR PROFESSIONAL ACTION WITH ITALIANS

#### Communicating with Italians

- Favor oral communication
- Adopt a direct and explicit style
- The importance of non-verbal signals and gestures
- Expressiveness and a sense of decorum

#### Adapting work methods

- The importance of intuition
- The value of status
- Relationship to the rules, Arte di arrangiarsi: flexibility and adaptation
- Relationship with the hierarchy, role of the manager and the impresario

#### Conducting successful meetings and negotiations with Italians

- Informal networking beforehand
- In-depth preparation of files
- A conciliatory position is better than a head-on confrontation
- The importance of down time, often more fruitful than formal meetings

#### Adopting best practices

- Recognize key principles
- Avoid pitfalls, mistakes and misunderstandings
- Create a tailor-made action plan