

Working with Kuwait

Target audience

Company managers and staff working and dealing with the Kuwaitis

Prerequisite

No prerequisite

Objectives

The aim of this seminar is to significantly improve the participants' effectiveness in their professional relationships with the Kuwaitis, enabling them to be operational right from the start. At the end of this training, participants will have acquired insights and techniques to to:

- Be aware of their own cultural baggage
- Fully understand Kuwaiti context and culture
- Analyse possible situations in which misunderstandings may arise and identify ways of communicating
- Reduce stress and misunderstandings
- Decipher and understand Kuwaiti 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 Kuwaiti culture

- The Bedouin heritage.
- One of the largest oil producers in the Persian Gulf
- A region of great geopolitical interest.
- The challenge of economic diversification

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

- A Muslim culture characterised by its openness to the rest of the world
- The importance of tribal origins
- The family unit as the bedrock of identity.
- A duty to provide hospitality
- Going beyond the stereotypes. Women: between tradition and modernity
- A rigid hierarchy: respect for age and status
- Flexibility where time is concerned.
- The importance attached to appearances

4. The kuwaiti corporate world

- The influence of religion on business and the pace of work
- A virtually 100% state-controlled economy
- A horizontal hierarchy subject to the authority of a leader
- Professional relationships

MODULE 2 : SUCCEEDING IN WORK WITH THE KUWAITIS

1. Effective communication with the Kuwaitis

- Building personal relationships
- The importance of verbal communication. A culture making extensive use of gestures.
- Respect and courtesy: the right attitude
- Arabic for day-to-day life and English for business

2. Adapting your working methods

- Establishing your authority: posture and bearing
- The concentration of decision-making powers
- Building and maintaining trust and confidence: responsiveness and a willingness to listen
- Anticipating possible obstacles
- Pitfalls to be avoided

3. Successful meetings and negotiations with the Kuwaitis

- The art of negotiation
- Identifying decision-makers, giving and keeping your word, providing ample documentation
- Taking care when drafting contracts
- Successful follow-up
- 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