

# Working with Lebanon



## Target audience

Company managers and staff working and dealing with the Lebanese



## Prerequisite

No prerequisite



## Objectives

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

- A Middle Eastern country with an impressive heritage
- A multifaceted country with no fewer than 17 religions
- An unstable state
- The legacy of French colonisation
- The impact of the war

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

- Hospitality and generosity
- The family: an important social bedrock
- The importance of one's origins and clan
- Expressing emotions
- A sense of honour
- Rigidly ordered relationships between men and women
- An adaptable approach to time
- Religious influences

#### 4. The Lebanese corporate world

- A paternalistic corporate model
- A great deal of importance attached to status and qualifications
- Decision-making focused on a clearly established hierarchy
- The prevalence of nepotism

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

#### 1. Effective communication with the Lebanese

- Smiles and greetings
- Understanding gestural communication
- Giving relationships that personal touch
- The French language and a few pitfalls to be avoided

#### 2. Adapting your working methods

- Effective management: charisma, responsiveness and intuition
- Supervising, consulting and circulating information
- Understanding the importance of individual pride
- Prudence, patience and openness

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

- Initiating dialogue
- Managing ambiguity and unforeseen events
- Building a climate of trust
- Time, priority and deadline management
- 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
- Sensitive subjects: politics, history, religion, Syria
- Humour: a double-edged sword