

Objectives

- Better perceive the influence of culture on behaviours and visions of the world, for both individuals and groups
- Reduce and manage the pitfalls associated with culture shock
- Understand the Italian culture to improve business communications
- Acquire a number of keys to negotiate and manage effectively in an international context
- Mobilise new tools to resolve conflicts that may arise within a multicultural team

Who should attend?

- Managers of teams with Italian members
- Individuals and teams who communicate and work with Italian colleagues and business partners on a regular basis

Duration

- Available as a 1-day and 2-day programme

Programme

1/ Brief overview of the current Italian context

- Socio-economic factors
- Regional differences: Rome is not Milan for business

2/ Reflections by participants on the Italians

- Debriefing: stereotypes and prototypes
- Similarities and differences: a question of degree?
- Your culture seen by the Italians & vice versa

3/ Understanding the Italians: Values and behaviours

- The Italian Particularism
- Be serious or enthusiastic?
- The relational proximity
- « Disponibilit  »
- Socialising and networking
- La Bella Figura
- « Chiacchiere » (discussions) and theatrics

4/ Getting down to business

- The « Dirigenti »
- The Italian manager « Furbo » (cunning)
- Participating in and leading meetings
- How to make effective presentations
- Email communication
- Official and unofficial org charts

5/ Examples of misunderstandings with the Italians

- Implicit and explicit communications
- Emotions in the workplace
- Decision-making processes

6/ Analysis of situations identified during the preparatory phase

7/ Do's and Don'ts for working with Italians

- Establishing a trusting relationship
- Motivating