



Cooperating Successfully with Germans

Practical Insights for the American Business Person



- PROGRAM -

IFIM Institut für Interkulturelles Management GmbH

Maarweg 48 - D-53619 Rheinbreitbach - Germany

Tel. +49 / 22 24 / 94 95 0 – Fax + 49 / 22 24 / 94 95 96

E-Mail info@ifim.de - Internet <http://www.ifim.de>

Day 1: Cultural Differences and Communication

- 8.30 - 9.00 **Welcome and introduction**
IFIM, participants and seminar structure
- 9.00 - 10.00 **The challenge of working with a foreign culture** - *discussion* -
Recognizing and accepting cultural differences
- 10.00 - 10.30 *Coffee break*
- 10.30 - 12.30 **Establishing personal relationships in a business context** - *role-play* -
Getting to know colleagues
- 12.30 - 14.00 *Lunch*
- 14.00 - 15.00 **Colleague or Friend** - *role-play* -
Developing the relationship
- 15.00 - 15.30 **Communicating with Germans** - *lecture / discussion* -
Conclusion
- 15.30 - 16.00 *Coffee break*
- 16.00 - 17.00 **Fundamental business attitudes** - *role-play* -
Craftsmen-Cultures – Trader-Cultures and the way they treat customers
- 17.00 - 17.45 **The individual and society** - *discussion* -
Some basic differences between Germans and Americans
- 17.45 - 18.30 **'Mitbestimmung', 'Betriebsrat', Unions** - *lecture* -
How German employees are protected

Day 2: Leadership and Cooperation

- 8.30 - 8.45 **Review of day one**
Comments and outstanding issues
- 8.45 - 10.00 **Leadership** - *group work / role play* -
The same concept but some different qualities
- 10.00 - 10.15 *Coffee break*
- 10.15 - 11.15 **Leadership and Teamwork** - *conclusion* -
Cooperation, competition and coaching also function in a different way
- 11.15 - 12.30 **Motivation and feedback** - *role-play* -
Exercising constructive criticism
- 12.30 - 14.00 *Lunch*
- 14.00 - 14.45 **Presenting your views** - *lecture* -
Getting a message across effectively in the German business environment
- 14.45 - 16.15 **Negotiating** - *role play* -
Underlying differences in getting to "yes"
- 16.15 - 16.30 *Coffee break*
- 16.30 - 17.00 **A short view on 'Planning'** - *lecture* -
Differences and synergy potential
- 17.00 – 18.00 **Lessons learned and open questions**
Summary
- 18.00 - 18.30 **Seminar evaluation and closing comments**

Program Information

Who Should Attend

American managers and specialists working in Germany or with German business partners.

Program Objectives

The course illustrates socially and culturally determined patterns of thinking and behaving in Germany. The program is focused on those aspects of working and living which are particularly relevant to the American business-person. The participants develop an appreciation of German cultural standards which enables them to

- correctly understand and anticipate the German approach;
- successfully pursue their own objectives;
- quickly recognize areas of inter-cultural conflict and constructively handle them;
- identify and utilize the potential for synergy.

Methodology

The Contrast-Culture method of teaching is utilized throughout the program and employs concrete exercises and case studies drawn from practical experience. Roll-playing with the German instructor amplifies the subtle differences in German and American approaches and provides opportunities to practice successful behavior in an inter-cultural context.

Trainer Team

German Trainer: Andreas BITTNER

American Trainer: Thomas T. KRAUSS

Registration

Please complete and return the enclosed registration form at least four weeks prior to program start.

Location

Trainings take place in the vicinity of Bonn at Hotel Seminaris, 53604 Bad Honnef ([Seminaris](#)).

Booking

Please use the following sheet or click here: (www.ifim.de).

ANMELDUNG ZUM SEMINAR BEI

IFIM Institut für
Interkulturelles Management GmbH
Maarweg 48
D-53619 Rheinbreitbach

oder per FAX: +49 / 22 24 / 94 95 96

Absender:

Name

Abteilung

Unternehmen

Telefon / Durchwahl

Straße / Postfach

E-Mail

PLZ, Ort

Datum, Unterschrift

Anmeldung zum Seminar 'Erfolgreiche Zusammenarbeit mit _____ Partnern':

Termin	Name	Vorname	E-Mail
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_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Rechnung an: _____

Bitte reservieren Sie im Tagungshotel:

() Einzelzimmer vombis zum 200..

Mit der Anmeldung akzeptieren wir die 'Geschäftsbedingungen - Offene Seminare' des IFIM.