



## Expatriate Cultural Orientation

*One-day training programs are for expatriate employee(s) and family members*

*Two-day programs offer employees host country business and management*

**Countries Available:** Argentina, Australia, Belgium, Brazil, Canada, Chile, China, Costa Rica, Denmark, Egypt, France, Germany, Hong Kong, India, Ireland, Israel, Italy, Japan, Kazakhstan, Korea, Malaysia, Mexico, Morocco, Netherlands, Philippines, Portugal, Puerto Rico, Singapore, Spain, Sweden, Switzerland, Taiwan, Turkey, United Kingdom, United States, Venezuela, Vietnam.

### *Day One: Living in the Destination Country*

#### **OBJECTIVE:**

To provide cultural information to international assignees to assist in their transition and adjustment to living and working successfully abroad.

#### **INTERCULTURAL COMMUNICATION TOOLS**

- Use intercultural theory and models of cultural adjustment to adjust to the local culture and the transition process (culture shock).
- Identify personal attributes for success on international assignments.
- Calibrate realistic expectations.
- Learn about the reentry process and strategies for successful repatriation.

#### **COUNTRY- AND SITE-SPECIFIC INFORMATION**

- Provide a historical overview and its impact on current politics, economics, religions, and lifestyle of the host country nationals.
- Learn about the cultural values of the major ethnic groups of the country.
- Know the cultural “hot buttons” – “do’s and don’ts” to avoid offending the locals.
- Learn communication strategies – both modifying one’s own and adopting some of the local communication style and body language.
- Introduce current business practices, communication style and procedures.

**Auerbach International Inc.**

64 Mercedes Way • San Francisco • 94127 • USA

Tel 415 592 0042 • Fax 415 592 0043

[globalmktg@auerbach-intl.com](mailto:globalmktg@auerbach-intl.com)

[www.auerbach-intl.com](http://www.auerbach-intl.com)

- Learn about daily living, including local style of housing, hiring and managing domestic help, shopping/bargaining, schools and relating to teachers, foods and dining practices, driving and public transportation, dealing with police, social life, gift-giving, etiquette/courtesy, etc.
- Gain up-to-date advice on health, medical, emergency, and security issues.
- Learn what to pack and what NOT to bring to your destination.
- Explore local religions/beliefs and related festivals or holidays, and gain insider recommendations for recreation activities for your personal needs and to meet local people.

### **PROGRAM LOGISTICS**

- Design:* Needs assessment is conducted to determine
- most important issues the expatriates and family members want to address; and
  - level of experience with the host country and living abroad
- Schedule:* 9:00 a.m. to 4:30 p.m. including ethnic lunch
- Enrollment:* 1 – 10 participants, employees and spouse/partners
- Instructors:* Instructors are experienced interculturalists, with living and business experience in the target culture.

## ***Day Two: Business and Management in the Destination Country***

### **OBJECTIVE:**

To provide international business and management training to successfully achieve the expatriate's project and corporate goals at the host site or region.

### **BUSINESS AND MANAGEMENT PRACTICES**

- Compare business values in the destination country with those of the U.S. (or other home country): competition, innovation, risk-taking, profit incentives, quality, safety, customer orientation, valuing diversity, work/life balance, ethics and corporate social responsibility, etc.
- Identify local cultural perspectives on hierarchy, roles, and relationships between managers and subordinates, and between age and gender groups within the office.
- Learn how to deal with local government officials (if needed).
- Understand local perceptions of time and punctuality and develop strategies for meeting deadlines when these perceptions differ significantly from U.S. standards.
- Examine decision-making processes, styles of persuasion, influencing and negotiation.
- Communicate positive and negative feedback appropriately.
- Learn local conventions for teleconferencing and using voice mail.
- Lead and participate in meetings, use agendas, present material and follow up with insider's perspective as to how to be effective in the local culture.
- Gain local perspective on recruiting, interviewing, hiring, and staff reductions.
- Identify language, gender, status, age, religion, ethnicity, caste or other "hot buttons" that create employee relations issues.
- Learn how to handle gratuities or facilitation fees that are common in the local business environment.
- Learn 10 tips for using an interpreter.

### **BUSINESS SOCIALIZING**

- Make positive first impressions with appropriate greetings, business cards, dress and accessories, gift-giving, or other necessary considerations.

- Engage as a host or guest in business dining (from casual meals to formal banquets) with correct protocol for seating arrangements, eating, toasting and drinking or refusing alcohol, paying and tipping.
- Participate in after-hours socializing, such as dining, karaoke, golf, etc., to enhance business relationships; and know how to budget appropriately.
- Learn topics of conversation that are appropriate and inappropriate. Explore the local religions/beliefs and related festivals or holidays, and gain insider recommendations for recreation and leisure activities. Gain up-to-date advice on health, medical, emergency, and security issues.

#### **PROGRAM LOGISTICS**

*Enrollment:* 1 to 6 participants

*Schedule:* 9:00 a.m. to 4:30 p.m.

*Location:* Client conference room equipped with audio-visual equipment, or expatriate's home.

*Fee:* USD\$4,400 for one-day program and \$6,600 for the two-day program

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