



## Living and Working in the USA

### ***Day One: Living in the USA***

***Training program for employees and family members on assignment to the U.S***

#### **OBJECTIVE:**

To provide information and skill-building activities to international assignees to assist in their transition and adjustment to living and working successfully in the United States.

#### **Intercultural Communication Tools:**

- Understand 13 key cultural values that operate in U.S. culture and business.
- Identify personal attributes for success while on international assignments.
- Explore the 5-stage cultural adjustment process for employees and family members.
- Learn about the reentry process and strategies for successful repatriation.

#### **U.S.- and Region-specific information:**

- Provide an overview of U.S. history and the impact of key events on current politics, economics, religions, and lifestyles.
- Learn about the cultural diversity within the U.S. and the specific community of the assignment location.
- Learn about daily living customs, such as dealing with neighbors; customer service, shopping and returning goods; parent involvement, homework, field trips and extracurricular activities in schools; pot-lucks, showers, birthdays and other social gatherings; etiquette and courtesy, dealing with solicitors or telemarketers, and much more.
- Understand necessary health, medical, safety, legal, and security issues/practices.
- Know the cultural “hot buttons” - “do’s and don’ts”, including hygiene issues, privacy, and "political correctness."
- Gain advice on gaining domestic help, such as babysitters or repairmen, which may not be the custom back home.

- Identify local festivals or holidays, sports, recreation and leisure activities and continuing educational or volunteer opportunities for all members of the family.

### **Communication**

- Read U.S. body language, gestures, and proxemics (personal space).
- Understand the "bottom-line" approach to concise and direct U.S. communication.
- Identify when Americans are just being polite, indirect, or avoiding a topic.

## ***Day Two: Working in the USA***

### ***Training program for employees on assignment to the U.S.***

#### **OBJECTIVE:**

To provide U.S. business practices information so that the assignee integrates successfully to achieve his or her goals while working in the U.S.

#### **U.S. Business Practices**

- Understand relationships between managers, subordinates and peers through the local company perspectives on hierarchy, roles, titles, privileges, etc.
- Be on time by understanding U.S. perceptions of punctuality and meeting deadlines
- Learn about brainstorming, various decision-making processes, and persuasion
- "Get it in writing" with guidelines to written communication in the U.S., including contracts, memos, reports and documentation for legal purposes
- Communicate positive feedback appropriately and frequently
- Communicate negative feedback in ways that convey the message while maintaining relationship
- Learn to say "no", decline or refuse in the U.S. style
- Use voice mail appropriately
- Identify do's and don't's of US email
- Identify local style of leading and participating in meetings, using agendas, presenting material, interrupting, assigning tasks and accepting responsibility
- Participate in teleconferences actively
- Examine taking initiative and risk within company norms
- Learn about teamwork American style and working with women
- Gain tips for visibility, and preparing for and participating in performance reviews.
- Avoid discrimination and harassment in the culturally diverse workplace by recognizing the verbal and non-verbal "hot buttons" that create offense or employee relations issues

#### **U.S. Business Socializing**

- Make positive first impressions and build short-term relationships, with appropriate handshakes, use of business cards, and greetings

- Practice opening conversations with topics that are appropriate (and know what topics to avoid) for building relationships with Americans
- Learn typical practices for inviting, paying, tipping, and declining when coworkers go to lunch or dinner
- Learn about U.S. business dining customs, from casual meals to formal dinners, including etiquette, payment and tipping.
- Gain suggestions for after hours socializing (restaurants, golf, BBQ, etc.) to enhance relationships with coworkers or clients.
- Identify common stereotypes of other cultures in business, and know how to avoid falling into these behaviors.

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