



Working with Americans

Are you a bit confused when dealing with Americans? Will they understand your tone, politeness, and most importantly, what you really want to say? Increase your understanding of American culture at work, learn what drives Americans in the business environment - from requesting information to negotiation. Become immersed in role play scenarios and let us help you get a better grasp on intercultural differences and how to avoid misunderstandings.

This intercultural workshop is specifically designed for employees working for/with Americans, and who are looking for practical insights which will help them recognize, understand and deal with cultural differences more effectively.

Targets

- ✓ Gain a much better understanding of what drives Americans in different situations
- ✓ Identify communication barriers, especially those which affect conference calls
- ✓ Increase your assertiveness around your American colleagues
- ✓ Learn practical methods for handling various work situations involving Americans

Module 1

- ✓ Overview - Main workplace differences between Germans and Americans - from etiquette to culture
- ✓ Intercultural dimensions of the 2 countries: individualism, power distance, uncertainty avoidance, space, time management
- ✓ Skills and expectations for clear channels of communication
- ✓ How to be direct to an American
- ✓ Assertiveness and getting your voice heard, speaking up during conference calls
- ✓ Dealing with challenging communication, sharing bad news
- ✓ Class activity: handling disagreements



*We are each gifted in a unique and important way.
It is our privilege and adventure to discover our own special light.*

Module 2

- ✓ The science of persuasion in an international environment
- ✓ Negotiations: driving convincing arguments, renegotiating timelines
- ✓ Put it in writing: convincing via email
- ✓ Cultural differences in motivation and engagement
- ✓ The structure of an "American" business presentation
- ✓ Potential challenges: from dialects to difficult situations
- ✓ Class activities: role plays, interactive games
- ✓ Answering all those questions you have about Americans

Length

This intercultural workshop consists of two modules 4 x 60 minutes each.



Trainer

Enrique Rumiche was born in Lima, Peru and moved to Austin, Texas as a kid where he lived most of his life before moving to Germany. His work experiences range from working for the State of Texas, as well as in the Customer Service, I.T. and Education sectors where he held a variety of positions from call-center representative to manager to university lecturer. Moreover, he was the founder and owner of "Latebloomer Records," a boutique record label that licensed music and sponsored events for some of the largest musical festivals in the United States including SXSW and ACL. With a keen sense of observation and entrepreneurship, he obtained a degree in Economics from the University of Texas with a Master Certificate in Business Foundations. He also holds a "Coaching Skills for Managers Certificate" from the University of Davis in California. For the last 5 years he has given seminars, as well as Human Resources, Negotiation and Intercultural Management lectures at different universities in Germany.

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