



## How to manage a **CHINESE** team?

**Are you communicating with Chinese colleagues daily? Do you want to manage your Chinese team more efficiently?**

Did you find yourself leading a meeting when you hardly receive any immediate response? Your deadline is approaching but your Chinese colleagues did not inform you with a critical problem? A solution is required

promptly and your team is not taking actions as expected.... Do you recognize that?

**If these problems are familiar then this workshop will give you some good answers and provide you with practical solutions for the daily challenges you are facing when working with Chinese team.**

**The main goals of this workshop are to introduce the Chinese cultural values and their influences on the behavior of Chinese within the working environment. It will provide participants with practical tools for improving the work efficiency and productivity.**

Among the covered topics:

cultural sensitivity, managing communication between foreign and Chinese co-workers, setting priorities and delegating tasks, building trust and maintaining employee's motivation.

### **How this training differs from other cross-cultural training?**

This workshop will focus on the cultural challenges that western managers face when communicating with /or managing Chinese team with strong emphasize on the practical aspect along to the theoretical knowledge. The program has been developed in order to provide answers and practical tools; we will not only offer knowledge but also provide practical tools and highlight situations from the real life. For example, not only learning the term "face" and its implications but also learning how to keep employee's respect when feedback and correction is needed. Or how a manager can encourage employee's initiative regarding problems and generating solution.

With the practical approach the managers will obtain new tools, which will help them to enlarge the spectrum of potential actions they could rely on. Thus, managers can utilize their experience from their home country and leverage a thorough understanding of the local needs in making decisions and choosing suitable course of action. Additionally, by inviting the managers to bring their own problems and concerns we increase the individual benefit from this workshop.

### **The program covers the following topics:**

#### **1. Introduction to Cultural Sensitivity**

Managers will gain theoretical cultural background; introducing Chinese values and its influence on Chinese working habits (such as collectivism, harmony, respect and moderation).

Learning how the cultural values influence on Chinese working habits.

#### **2. Establishing efficient communication between western managers and Chinese team / co-workers**

Understanding of different aspects of communication between Westerners and Chinese; learning different styles of communication (low key vs. high key).

Gaining practical tools for developing effective communication and improving work performance with Chinese colleagues / team, for example: creating a dependable environment where employee gradually encouraged speaking up.



### **3. Management / leadership – building a productive working environment**

#### **The role of the manager**

Managing the local team; adjusting to local environment in order to achieve efficient cooperation; aspect of power and the role of the manager, for example: How does the role of the manager influence the team and what are the mutual expectations. How to communicate in situations of stress and conflicts and other related concerns.

#### **Delegation of tasks**

Gaining practical tools to support efficient task delegation followed with relevant theoretical background. Learning how to improve the process of task delegation for achieving successful results, i.e.; how a manager should guide an employee but still without tight instructive leading.

#### **Encouraging initiative**

Discussing the process of empowerment; how to increase the employee's area of responsibility without diminishing the credibility of the manager.

### **Increasing motivation**

Building a supportive motivation structure; developing trust and maintaining positive working balance; what are the criteria for trust in a Chinese working environment and how that influence the employee's loyalty and motivation.

#### **Training Methodology**

The training follows the method of "learning through practice". First participants will learn by listening, reflecting on their own working style, and sharing past situations with co-participants. Then the training will be rounded out by participants and then adapting the gained knowledge into their own working environment. During the workshop we will share cases from the participants' own experiences.

### **Who can benefit from the training?**

- Western managers who manage Chinese team in China or abroad.
- Western managers who often communicate with Chinese colleagues.
- Western managers who manage a virtual team – long distance communication.

### **Type of courses:**

- Open Lecture
- Workshop (up to 20 people)
- Training (up to 10 people)

Tailored made program – adaptation for company's needs.

### **Additional topics: (per request)**

1. Labor rights, contract and working conditions.
2. Recruitment and interview.