

# HRO INTERCULTURAL TRAINING & COACHING

HRO is a comprehensive intercultural training provider. We provide traditional and innovative simulation based intercultural training for both expatriate and Chinese managers and staff, **in English, Chinese and German** languages. We focus on the cross-cultural issues **around China**: mostly between Chinese – Western cultures, but also cultural issues between China – Japan. We have programs ranging from short lecture to long-term cross-cultural training programs, and most importantly, **we can customize and develop** learning experience for your people according to your specific situation!

Programs can be structured according to the cultural background of participants:



## Training Methods:

- Lecture, presentation and exercises
- Workshop**
- Simulations**
- Games and activities**

Our intercultural training programs are designed by a cooperation that is a cross-cultural experience by itself. A multicultural team - consultants from China, Hungary, Germany, Canada, and Austria added their viewpoints and elements to what we have today. The program was greatly enriched by the actual experience of working with managers (training participants) coming from China (Mainland, HK, Taiwan), Japan, Malaysia, Indonesia, Thailand, Australia, India, USA, UK, Netherlands, Belgium, France, Germany, Switzerland and Russia.

## Business and Management in China - Training Program for Expatriates

Even though China is adapting to global business standards in a fast pace; foreign managers and business persons are still facing unexpected situations here everyday. Some of these experiences are pleasant surprises; some of them appear strange, irrational and frustrating.

- What is behind these situations?
- How Chinese people think?
- What should someone do, and what should be avoided?

These are the questions that we explore via the intercultural training with expatriate managers and businessmen who work in or with China.

### Potential topics:

- Cultural differences and conflict points
- Psychological effects of being an expatriate manager in China
- Chinese history and modern business behavior
- Communication style differences and how to deal with them
- Chinese negotiation tactics
- Managing and motivating Chinese employees
- Cultural stages of foreign companies in China
- Building Company Culture in China



## Working in Intercultural Teams - Training Program for Mixed Groups (both foreign and Chinese managers)

Fundamental differences in upbringing, education and life experience, differing values, perceptions and attitudes often stand between Chinese and foreign staff, hindering, sometimes stalling, effective communication, coordination and decision-making.

### Potential topics:

- Cultural differences and conflict points
- Work values and managerial behaviors
- Perspectives on performance evaluation
- Cultural conflicts and miscommunication
- Intercultural communication skills
- Professional communication at work
- Presenting your viewpoints in a team



## Working in a Foreign Company - Training Program for Chinese Managers

Multinational corporations working in China operate in an environment of high pressure created by the market and their own targets. Foreign and Chinese employees alike are expected to provide quality work and contribute to meeting targets from Day One.

When Chinese employees need to cooperate with foreign colleagues, their professional challenges are intensified by cultural ones.

We also provide similar intercultural training for Chinese people who go abroad for work or training.

### Potential topics:

- Cultural differences and conflict points
- Work values and managerial behaviors
- Perspectives on performance evaluation
- Cultural conflicts and miscommunication
- Intercultural communication skills
- Professional communication at work
- Presenting your viewpoints in a team



**HRO Shanghai brings world-class trainings to China!**