



## Doing Business with Arabia

### *Support Staff*

#### I. Description and Objectives

- This program is a one-day interactive workshop for the support staff who are based in their home country but working and communicating with their counterparts in the Middle East/Arabia. Expatriates working overseas will learn how to interact and do business there but very often they face problem with their own support staff in the home country for not understanding the cultural determinants.
- The program aims to provide executives, managers and staff who are having direct contacts with their colleagues in the host country or with the host country counterparts, with basic understanding and overall view of the work culture in Arabia and Middle East. It will help them to understand why may take longer to do things or why they are always in a hurry.
- The program is designed as a workshop with full interaction between participants and the trainers. A number of instructional strategies will be utilized including lectures, panel discussions, case studies, role plays etc.

#### II. Key Topics Content

- Introduction
  - Self introduction
  - Expectations and Objectives
  - Developing Program Objectives

- **Module One : The Culture and Cultural Values**
  - The Culture
    - High context
    - Applications and examples
  - Core Cultural Values
    - Family (al bait awalan)
    - Religion (en sha Allah)
    - Al Wasta (personal relationship orientation)
    - El Haya (non confrontation)
    - Al Nokhedha (power and Hierarchy)
    - Al Hurma (women status)
  - A comparison and contrast with other cultural values
  - Cases
  
- **Module Two: Selective Business concepts and applications**
  - Time Concept
  - Decision Making and Problem Solving
  - Personalization of business relationships
  - Building trust and confidence (I am ready when your are)
  - Issues to avoid
  
- **Module Three : Communicating with Arabia**
  - Written communication
  - Communicating by the telephone
  - Using the email
  - What about whatsapp?
  
- Questions and Answers
- Individual issues

## Registration

Fees include: Training material, Lunch, Snacks, Refreshments.

For more information and details please contact us on: [info@canadianarabhf.org](mailto:info@canadianarabhf.org)