

Global Competence

Global Competence Is Increasingly Important

Do not hesitate to contact us for a free initial consultation at info@ip-international.biz or call us at +49 069 2601 4059.

We have been supporting our customers for more than 30 years in businesses and communications with foreign partners, customers, suppliers, trade unions and political institutions across national borders and continents. In our programs, we support our clients with consulting, training and coaching tailored to their specific needs. We can accompany and support you during negotiations with different cultural groups. Our mission is to provide you with all our experience to ensure that you achieve your goals and are successful on the international market.

According to Hofstede, "culture is the software of the mind". Hofstede uses an onion to represent the different layers of culture. What we initially perceive of another culture, their language, their cuisine, their architecture, their dress codes and lifestyles, are represented by the outer part of the onion. When we dig deeper to reveal the next layer, we may also observe some less apparent aspects of the other culture, such as their heroes, rituals, festivals and ceremonies. If we dig even deeper we can uncover the inherent values that determine particular behaviors and attitudes. When we are not aware of these innuendos, misunderstandings or even conflicts can arise. Cultural values are a strong determinant of how people communicate with each other and how they make decisions. If straightforwardness is highly valued, people will use a direct communication style. If politeness and saving face are highly valued, an indirect communication style will prevail.

Whenever dealing with people from a different cultural background, it is important to be aware of your own values and your own cultural imprinting, before exploring the other culture's "software of the mind".

Below you will find an overview of the topics we offer in the field of global competence and our related services. You will receive consulting, training, and workshops or individual coaching, tailored to your specific needs.

We thoroughly assess your needs, evaluating the existing knowledge and skills and building on existing resources. We support you with tailored hands-on training, coaching and consulting, providing only what is needed and adds value.

Developing And Leading Successful International Teams

Within your organization, you may have members from different countries, different cultures and different native languages. According to research, such multicultural teams can carry a lot of untapped potential, but may require special attention so they can live up to your expectations and reach peak performance. This is a challenging endeavour for team leaders and managers. In order to be successful and productive, cross-cultural teams function best when they are aware of their cultural differences and learn to value them so they can achieve optimal results. Teams that work well together understand the strengths and weaknesses of each team member. Cross-cultural teams should be aware that their team members, due to their cultural background, can have different communication styles and behavioral patterns, understandings of hierarchy, concepts of time, and ways of dealing with praise and criticism. However, like any successful team, cross-cultural teams need a common identity, cohesiveness, common goals and cooperation in order to carry out the required tasks successfully.

We support you in the development of international and cross-cultural teams. We provide consulting, training, workshops, and coaching to sensitize your managers and employees to cultural differences and show how these can be used to your advantage.

Cross-Cultural Competencies

Employees with cross-cultural competences add value to any organization. They represent the company on the international stage and in business negotiations across cultures. Culturally appropriate behavior translates into respect for all parties involved, independent of their backgrounds, and enhances cooperation and successful business operations. Successful intercultural communication and interaction requires a conscious understanding of one's own culture and the culture of the other person. It is important to be aware of how your own culture affects your behavior, and to be prepared to adapt it if necessary, in order to work and negotiate successfully with international business partners.

We support your managers and employees to help them acquire cross-cultural competencies to enable them to cooperate and interact successfully with people of different cultural backgrounds. We support you with consulting and provide you with tailor-made training and coaching.

Country-Specific Cross-Cultural Training

When dealing with a specific country, it is helpful to learn about the specific culture and prepare accordingly. Cross-cultural sensitization creates the foundation for further development of specific cultural competencies. This does not only include formal aspects of the culture, such as table manners, greeting rituals, and appropriate behaviors; it should also include knowledge about the history, the socio-economic situation, outstanding personalities of that country, and how to recognize who is important. In some cultures, the person talking and presenting is the leader; in other cultures, the leader, who is the most important person in the delegation, is in the background while his or her assistants give the presentation.

Don't leave your success on the international stage to chance. We offer country and culture-specific training and coaching for numerous countries, including: India, Brasil, Canada, France, Portugal and the Middle East. We have the expertise that matches your specific needs. We are also available to provide you with targeted short-term trainings, if you have time constraints, and offer online trainings and webinars as well.

Successful International Negotiations

Engaging in international negotiations is a challenging endeavour.

Most of the failures in cross-cultural negotiations are not due to linguistic problems. The root cause of most unsuccessful dealings is the failure to recognize culturally-specific values, rules and behavioral styles. Unconsciously inappropriate behavior can cause misunderstandings and negative results.

The negotiators may not be aware of conflicting domestic interests that affect their interactions with persons with whom they are negotiating. There are many different factors to be taken into consideration during negotiations. In some cultures, it is useful to create a personal relationship with the persons with whom you are dealing. You might start with questions about their family and polite small talk before getting to the negotiations. In other countries, this is considered to be unprofessional behavior and a waste of time. The success of an international negotiator depends largely on their capacity to recognize, prepare for, and manage the complexity of the setting and the context of the negotiations.

Some key questions to ask when preparing to negotiate:

- Who are the negotiators? What is their role, their background and their domestic importance?
- Who is part of the team?
- Are the negotiators empowered to make decisions?
- Where and in which time frame will the negotiations take place ?
- What is the object of the negotiation? Do all people involved share the same interpretation of what is being negotiated?
- What is the goal you want to achieve and what is the best alternative to the desired result?
- What will be the negotiation style?

We support you in your preparations and provide you with practical tools to negotiate successfully across borders.
