

■ **SINALINGUA SHANGHAI –
Our Open Seminars**



**Living and Working in China for Newbie Expats
September 16 - 17, 2010 in Shanghai**

■ **Program**

1st day

- 9.00 a.m. **Opening and welcome**
Participants' introduction and clarifying expectations
- 9.30 a.m. **Stereotypes and perceptions:**
- How do Chinese expect German colleagues and employees to be?
 - Fears and expectations
- 10.15 a.m. **Coffee break**
- 10.45 a.m. **Patterns of Chinese society**
- 12.00 p.m. **Lunch**
- 1.00 p.m. **Communicating with your Chinese partners**
- Getting acquainted
 - Topics of conversation
 - Forms of address
 - Non-verbal communication
 - Giving & taking face
 - Direct/indirect communication
 - People orientation
- 2.30 p.m. **Coffee break**
- 2.45 p.m. **Dealing with conflicts**
- Reasons of conflict in China
 - Dealing with conflicts in China & strategies for solution
- Know-how transfer**
- Role of western expert and how to give work instructions
 - Chinese expectations of a trainer
 - Design of training sessions
- 5.00 p.m. **End of first day**

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2nd day

- 9.00 a.m.** **Working with Chinese colleagues & partners**
- Planning
 - Decision making in China
 - Meeting culture & team work
 - Individualism & collectivism
- 10.30 a.m.** **Coffee break**
- 10.45 a.m.** **Chinese etiquette**
- Invitations
 - Set meal & eating habits
 - Seating plan
 - Gifts etc.
- 12.00 p.m.** **Lunch**
- 1.00 p.m.** **Dealing with employees**
- Power and power distance
 - Styles of management
 - Hierarchies inside the company
 - Motivating employees
 - Expectations of employees & leaders
 - Dealing with praise & criticism in China
 - Developing Chinese employees
- 3.00 p.m.** **Coffee break**
- 3.15 p.m.** **Living in China**
- This is a forum for topics which are not exclusively related to business matters. Topics are up to the participants' needs.
- 4.00 p.m.** **Developing strategies for successfully dealing with Chinese**
- 5.00 p.m.** **End of training**