

Cultural difference – a ‘country focus session’

Understanding the Italian work culture

90-minute webinar

This interactive session focuses on the key cultural traits of the Italians and how to avoid the most common pitfalls when doing business in Italy.

If you want to go beyond the stereotypes and really understand the Italian approach to business relationships, negotiations, or meetings, you need to attend this module.

Useful tips and experience-sharing make this session highly practical and easy to implement.

Prerequisite: having attended the introductory session on ‘Understanding cultural difference’.

Learning objectives

- Understand key aspects of the Italian working culture
- Learn how to adapt your communication and negotiation styles
- Be aware of dos and don'ts when dealing with the Italians
- Build a personal action plan to implement learning in the workplace

Format

A highly interactive 90-minute webinar for groups of 6 to 8, this module alternates short classroom-style explanations with smaller-group / peer discussions and exercises, and individual reflection and planning.

Webinar overview

1 Introduction

- Objectives and agenda
- Quick review of culture and its components
- The value of being able to understand key cultural differences

2 Peculiarities of the Italian culture

- Key aspects of the ‘Italian way’ that generally surprise newcomers
- Experience-sharing and individual challenges

3 Dos and don'ts

- Examples of suggested behaviour in typical business and social situations

4 Action plan and next steps

- Summary of key learning points
- Reflection and sharing of next steps

5 Close

Facilitator

Angela Lequenne is an experienced cross-cultural coach and trainer, with experience of cultures across Europe and north America. An Italian living in France, she is particularly alert to the potential for both pitfalls and benefits when working across cultures.

Passionate about foreign cultures, human relationships and service, she developed her career in the travel and hospitality industries, working for over 20 years in global companies such as Disney, Jet Tours and Hotelplan before becoming a highly successful independent trainer and coach.