

# Welcome to Germany Training

Wouldn't it be interesting to know more about "how the Germans tick"?  
Intercultural competence: Your key to successful communication with Germans

A culture specific program to accelerate the smooth transition of Arabic students into their new communities and study environments in Germany, to better understand the German culture, in English language.

What is normal for "the Germans" is certainly a great adventure for people from foreign cultures living and studying in Germany. It can be a special experience since many things will appear as unfamiliar behaviour. You do not only need to learn a new language, you will be confronted with unusual ways of thinking and decision-making. In this seminar you will gain new knowledge and receive a lot of useful practical information for your "new life" in the new culture in Germany. Which are the differences of values important for Germans different to my own? Which problems might occur when arriving in Germany? What does everyday life in Germany look like?

We discuss country and culture facts, culture shock, business etiquette, how to start and maintain friendships with Germans, economic, social and religious taboos are also included. We will answer questions like: What kind of management style can I expect in Germany? How will a different time concept influence my life? What hierarchy concepts do Germans follow? Different ways of negotiation together with a diverse leadership style and conflict resolution are also important.

My goal is to support Arabic students for an easy integration in Germany.

Together we compare the "German ways" with your ways from your culture. We discover goal orientated solutions to take advantage of different cultural approaches.



## ORIENTiert German language & Culture



■■■■ to be in a competent  
intercultural position



## 01 Day I

### Interactive introduction

- Salutation and round of introductions
- Questions and expectations of the participants

### Communicating across cultures

- The Culture Iceberg and its impact on business
- Knowledge and skills we need to be successful in studying in Germany
- German cultural standards
- Video-viewing: what makes Germans tick

### Building relationships with Germans

- Freunde and Bekannte: when does it go how far?
- Use of first and surnames in Germany
- Small talk versus Deep talk
- Personal involvement: how much?
- The right tone at the university
- Politeness in Germany: greeting, talking, telephoning and invitations

### German communication styles

- Office protocol
- The information flood
- Correspondence and email style

### Team work in Germany

- Issues of leadership, communication and organization
- Decision making
- Motivation and success

### German management styles

- Boss and subordinate relations
- Women and their role
- Giving and receiving feedback

### Wrap of the day

- What have we learned?
- What is still missing?

## 02 Day II

### The pitfalls of using another language

- Are we all speaking the same language?
- Culture's impact on language
- Helpful tips for Germany

### Meetings the German way

- Conducting a meeting
- German logic of argumentation
- Being knowledgeable
- Structure of discussions
- Role play: the successful meeting

### Presentation of information

- Presentation and argumentation styles in meetings and discussions
- How to capture the German listener and never lose his attention
- Details, details and more details
- Tips for preparing a presentation
- Practice session: the successful presentation to a German audience

### Conflict management

- Conflict-culture
- German conflict behaviour and attitude
- Strategies for dealing with conflict situation

### Building cultural synergy

- Once I recognize the cultural differences, how can I create synergies?
- How can we live and study together with Germans successfully and ensure best results?
- How can we develop an innovative mixture with our counterparts to achieve mutual goals?

### Debriefing, checklist and feedback

- What does adaptation mean to me?
- Which insights am I taking home, which will enhance my performance in Germany?