

## PRACTICAL INFORMATION

**METHODOLOGY:** 100% Remote (Interactive Virtual Classroom).

**PACING:** 2 sessions of 3.5 hours each (either 1 full day or 2 half-days live).

**SELF-STUDY:** 7 hours of autonomous modules (targeted readings, videos, self-assessment).

**AUDIENCE:** Managers, collaborators, and families preparing for an expatriation to India.

**CAPACITY:** 8 participants maximum to ensure genuine interaction.

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## HIGHLIGHTS

- Maximum Engagement: No endless sessions; we get straight to the point.
- Flexibility: Perfect for overloaded schedules and international time zones.
- Expertise: Facilitated by an expert consultant specialized in the Indian market.
- Efficiency: "Flipped Classroom" method (learn the theory beforehand, practice during the live session).

## PREREQUISITES

- No specific academic degree required: Access to this training is open to all profiles.
- Professional context: Being in a situation of professional mobility or in regular contact with Indian partners.
- Language proficiency: A B2 level in English is recommended for the remote sessions, as business interactions in India are primarily conducted in this language.
- Technical setup: Since the training is 100% remote, participants must have a stable internet connection, a webcam, and a microphone.
- Pre-training assessment: Completion of the "Expectations & Cultural Profile" questionnaire sent by Swane Intercultural 7 days before the start of the session.

## TRAINING OBJECTIVES

À l'issue de la formation, les participants seront capables de :

- Decipher Indian cultural codes: Notably the impact of hierarchy and social status.
- Adapt your management style: In order to collaborate effectively with local teams.
- Master indirect communication: Specifically to decode the Indian "Yes" and non-verbal cues.
- Integrate the Jugaad philosophy: Especially since this agility is the engine of ingenuity in India.
- Succeed in local negotiations: With a view to navigating circular decision-making processes with patience.
- Secure personal integration: Finally, to approach daily life and social rituals with confidence.

## INTERCULTURAL FOUNDATIONS

- The Intercultural Framework: Identifying cultural filters and overcoming common stereotypes regarding the Indian subcontinent.
- The Indian Software: Understanding the core pillars of society: family, religion, and the social hierarchy.
- Status and Authority: Decoding the importance of seniority and the figure of the "Boss" in Indian professional environments.
- Cultural Self-Assessment: Analyzing your own management style versus Indian expectations.

## DECODING COMMUNICATION

- High-Context Communication: Mastering indirect speech and learning to read between the lines.
- The "Indian Yes": Practical workshops to distinguish a polite "Yes" from a committed agreement.
- Non-Verbal Cues: Deciphering the head wobble, eye contact, and the strategic use of silence.
- Language Nuances: Navigating Indian English and its specific idioms in a business context.

## MANAGEMENT & AGILITY

- The Jugaad Philosophy: Harnessing the power of frugal innovation and "System D" to solve complex problems.
- Managing Remote Teams: Building trust and implementing rigorous follow-up without micromanaging.
- Relationship First: Investing time in the "personal connection" to secure professional loyalty.
- Feedback & Conflict: Techniques for giving constructive feedback without causing a "loss of face."

## BUSINESS STRATEGIES

- Negotiation dynamics: Mastering the art of patience and handling circular decision-making processes.
- Time management: Bridging the gap between linear planning and "Indian Stretchable Time."
- Professional etiquette: Understanding rituals, gift-giving, and the protocol for business meals.
- Individual action plan: Finalizing your "Golden Rules" and integration strategy for a successful expatriation.