



Global Business Culture

# Working Effectively with India

Training & Development for  
Global Business



Delivering Cultural Connections



# Working with India

Global Business Culture works extensively with European and North American business organisations which have significant contacts with India. The projects we have worked on include both outsourcing deals and 'captives' in all areas of India. The training we have undertaken with our blue-chip client base has been delivered in the West and also in India – we believe strongly that both sides need training and development in this area.

The aim of our training courses is to help develop the skills and knowledge levels necessary to help international organisations reap the cost benefits of working with India – cost benefits which are often easier to identify than to realize.

Our experience has led us to identify a number of key areas which people need to understand if efficiencies are to be improved and our training programmes focus on helping individuals ensure that both they and their virtual colleagues are working to maximum effectiveness.

Areas of importance which are explored include:

- Leading a team in India
- Management style and expectations
- Understanding and working with Indian business culture
- Developing responsiveness and accountability
- Helping develop initiative in Indian colleagues
- Understanding the impact of hierarchy
- The importance of developing personal relationships
- Managing attrition
- Communication barriers
- Getting participation in conference calls



# Building International Virtual Teams That Work

Modern, global organisations need their employees to work as effectively in virtual teams as they do in more locally-based teams, but often find them struggling to cope with the added pressures of working across the boundaries of time, cultural differences, geography and technology. The tools and techniques required to build team identity, rapport and trust seem to be more elusive and harder to identify when teams span the globe than when everyone shares the same space.

Employees are often asked to take on the responsibilities of working in or leading an international virtual team without being given the necessary skills-based training to enable them to work at maximum efficiency. Global Business Culture's Virtual Team Building programmes are designed to give team leaders and team members the insight, knowledge and practical skills needed to bridge the difficulties caused by culture, time and technology.

Our aim is that the delegates complete the course armed with an effective toolkit which can be used in all virtual situations.

Course topics include:

- Scoping a virtual team
- The role of the virtual team leader
- The cultural expectations of team members
- Understanding key cultural differences
- Communicating within virtual teams
- Making the most of virtual meetings
- Building trust across time and distance



## Client List

Global Business Culture is proud to have worked with the following organisations:

**ACCA**

**Ashurst**

**Allen & Overy**

**Bird & Bird**

**BlackBerry (RIM)**

**BT**

**Caterpillar**

**Catlin**

**Centrica**

**Cummins**

**DLA Piper**

**ESAB Holdings**

**Eversheds**

**Herbert Smith**

**HSBC**

**IRI**

**Johnson Matthey**

**JP Morgan**

**Linklaters**

**Lovells**

**KMR Group**

**McMillan**

**Mizuho**

**MOD**

**Morley Fund Management**

**Osborne Clarke**

**PAREXEL**

**Simmons & Simmons**

**SJ Berwin**

**SSL International**



## Global Business Culture

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