

# Working Effectively with Americans



Prepared for delivery across Asia and the Middle East, *Working Effectively with Americans* is designed for managers who interact with American colleagues in person and/or via electronic means. It will provide participants with an understanding of how Americans think, communicate, and manage at work, an appreciation that's critical for effective global performance. This training provides not only perspectives *but also practical skills* for how to collaborate and succeed with American colleagues.

*Working Effectively with Americans* was designed, and has for years been delivered, by Joel Wallach & Gale Metcalf, co-authors of *Working with Americans: A Practical Guide for Asians* (McGraw-Hill, 1995).

## Learning / Performance Objectives

1. to increase participants' understanding of how American managers think, communicate, and behave in their own work environment;
2. to introduce participants to skills that will prepare them to become more effective while working for a U.S.-based company and with American colleagues, supervisors, and subordinates;
3. to enable Asian and Middle Eastern managers to better demonstrate their own skills, competence, confidence, and value to their American colleagues; and
4. to enhance participants' overall job skills by strengthening their cross-cultural management skills.

## Course Outline

- Understanding Cultural Differences and Their Impact in the Workplace
- American Patterns of Thinking
- American Perspectives on On-the-Job Skills such as...
  - How to be perceived as an effective manager
  - Building good relationships at work
  - Time management
  - Running effective meetings
  - Effective decision-making
  - How and when to take initiative
  - Doing well on performance appraisals
  - How to get noticed and promoted
  - Dealing with disagreement and conflict
  - Giving and receiving feedback
  - Effective leadership styles
  - Dealing effectively with colleagues long distance
- Interacting Effectively with American Colleagues
- Communicating Effectively in the Workplace
- How to Get Ahead in an American Company

## Additional Information

This course offers concrete and specific suggestions for all who seek to be successful in their careers by working effectively with American colleagues and counterparts. Participants should include leaders and staffers who interact with Americans face-to-face, electronically, and on short assignments in the U.S.

Activities during this 2-day course include discussions, case studies, group exercises, role plays, and lectures. Among the many useful handouts for each participant will be a copy of the co-trainers' book.

Americans Joel Wallach & Gale Metcalf have lived and worked for more than 30 years in Malaysia, the Philippines, China, Taiwan, Cambodia, Tanzania, Kenya, and Egypt. Successful as managers of U.S. organizations staffed by talented local nationals, they have provided cross-cultural training to thousands of corporate leaders and staff members all across Asia-Pacific, the Middle East, and Africa.

### Inquiries to...

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