



Objective:

To aid participants in developing their skills to deal with Indian people by helping them understand:

- The context of the Indian business/social culture
- Expectations of the Indian customer (both internal and external)
- Protocols to be followed when working with people of Indian culture

Areas of Pertinence when Working/Living in India or Dealing with Indians:

- **Business Etiquette**
 - Attitude towards work
 - Dealing with superiors
 - Issue of punctuality
 - What saying 'No' means
 - Style of writing – verbose vs. bulleted
 - Leaders – Dealing with teams
 - Exclusive vs. Inclusive
- **Learning about the communication styles of Indians**
 - Idiosyncratic expressions
 - Comprehending the accent
- **Important aspects of the Indian culture:**
 - The normal work day/week
 - Leisure, sport and entertainment
 - The political system
 - The education system
 - The monetary system
 - The medical and health care system
 - Attitude towards spending
 - Indian dress code



- Personal grooming
- Tone of voice
- Smiling
- Greetings and handshakes
- Body Language and how it is perceived
- Understanding Indian hospitality
- **Understanding the role of religion in the Indian culture**
- **Dining Etiquette**
- **Do's and Do Not's of the Indian Culture**