

## INTERCULTURAL MANAGEMENT - DEVELOPMENT AXIS: FRANCE / INDIA

### THE STRATEGIC VISION

To develop my activities (project and human resources management consulting and training), by cooperating with educational and professional Indian actors and stake holders.

To connect Indian and French professionals through business cooperative development.

## Exploratory mission - spring 2010: report and prospective

### THE OBJECTIVES

- To identify cooperation opportunities,
- To start building up a dedicated network (both Indian and international)
- To discover local facts and stakes by sharing the daily working-life of some professionals,
- To exchange about working practices,
- To corroborate my conceptual knowledge about intercultural management by investigating real work ground,
- To breathe the same air and live the same daily reality than Indian people (housing and transportation, shopping and eating, relaxing and improving one's mind, working and believing, ...)

### THE ACTION

February 12th till March: staying there, meetings and interviews, giving conferences.

Places: 3 southern States: Kerala, Andra Pradesh, Karnataka.

This mission followed a first trip through Tamil Nadu and Kerala (November 2009).

### THE MEETINGS AND INTERVIEWS

#### Occupations and positions

Human resources heads and executives, training officers,

Consultants, trainers, coaches,

Entrepreneurs and managers,

Professional organizations: Project Management Institute (PMI), Society for Human Resources Management (SHRM), French Alliance,

Business, management and engineer schools: managers, teachers, students, researchers.

### Structures

Small, medium or large-sized Indian and multinational companies, western or far-eastern company subsidiaries, start-ups, individual entrepreneurs and business creators, in-between jobs qualified professionals, public administrations.

### Activities

Publishing, IT and NTIC, BPO (business process outsourcing), banking services, call centres, space industry, electrical and power suppliers, electronics, research, defence activities, organization and management consulting, commerce, agriculture, tourism, entertainment, hotel and catering business.

### Nationalities

Indians living in India (most of my contacts), Non Resident Indians, French “expats”, American, British, Saudi citizens, etc.

## THE CONFERENCES

« **The Non Violent Communication®**, a work-tool for performing leaders and organizations ».  
- Conference recorded for an HPCA venue (Hyderabad Professional Coach Association).

« **Leadership lessons from France: learning about culture, leadership and much more...** »  
- March 4th: world-wide live web-conference for Mahindra-Satyam Learning World.

« **Cross Cultural Relations in the Global Business Scenario** »" or « **Facilitating business cooperation by casting an intercultural look upon management stakes** ».  
- March 13th: for M.B.A. students - CMR Institute of Technology, Bangalore.

## THE MAIN POINTS OF INTEREST

Trust.

Authority and cooperation: how saying no? How aligning one's saying with one's acting?

Time: conception, use - flexibility and coordination.

Motivation factors - acknowledging successes, rewarding achievements - efforts and results.

Individual and collective relationships: individualism and cooperation - delegation.

Professional and personal networks: functions, rules and uses.

Professional politeness: « business etiquette », borders between private, social and working life.

Articulating education, training and working: knowledge and skill - manager duties.

Systemic and project frame-mind, dealing with change and complexity.

Differences and similarities in logic and methodology.

Global vision and sense of individual responsibility.

Articulating procedures and « soft skills » (human management and communication abilities).

The place of women in working life.

## THE PERSPECTIVES

Considering:

- the facts I gathered and analysed,
- the needs and complementarities that obviously appear,
- the suppositions I talked about with my contacts,

some perspectives seem worth to be explored, both in India and in France, in a first stage:

- training programs designed for Indian professionals in need to develop links with French companies (and vice versa),
- seminars and conferences for business, management and engineer schools,
- business tourism aiming at getting French professionals to discover India ways, opportunities and potentialities.

In practical terms, these programs appear to be relevant (temporary titles):

- The French professional, this thinking emotional animal : instructions for use;
- From knowledge to skill : methods and tools for the training manager;
- Efficient project management through cooperation: enhance your soft skills and organizational behaviours;
- Dealing with « no's » in management: building trust and balancing support and demand through “responsible cooperation”;
- « Business etiquette » : clues, stakes, do's and don't's for a successful cooperation with French professionals;
- « Going to France » or the highway to French labour market: clues, rules, stakes, protagonists, instructions for use.

Some of these projects are currently undergoing a strategic and prospective examination.

## THE PARTNERSHIP SCENARI

They are yet to be carefully considered, as we are targeting the perspective of performing some real programs during a third Indian mission a few months hence. Main partnership needs are related to:

- legal and financial organization,
- commercial communication,
- administrative and logistical engineering.

Steps to come will validate - or no - the feasibility of these intercultural synergies.

## THE NETWORK

Go to LinkedIn : <http://fr.linkedin.com/pub/corine-navarro/7/931/978>