

## ***Working With Teams in India***

**Course Description** Over the past eight years, India has single handedly transformed the global labor economy. Under the pioneering of Indian firms, major multinationals now must think and operate in a global sourcing fulfillment model. While there are literally millions of educated individuals in India and the fundamental business model has been proven, working with teams in India is not necessarily an easy proposition. Western employees still struggle with language barriers, significant time differences, cultural issues and other that are proving to be difficult to solve. This course will provide a brief glimpse into the most culturally diverse country on earth, explore common regional and cultural issues that challenge western employees and offer advice how to effectively work directly with teams in India.

**Target Audience** All executives, managers and employees working with or managing teams in / from India.

**Course Length** One day

**Learning Objectives**

1. Understand brief history of India and the modern “outsourcing boom”
2. See video walking attendees through the streets of the major outsourcing locations in India
3. Understand the top cultural, language and logistics issues that constantly challenge western employees
4. Gain tools employees can apply in resolving (or preventing) most major issues
5. Understand employee motivators in India and learn how to mitigate turnover rates

**Course Agenda**

*8:30 am – 10:30 am* Welcome and Introductions

- Welcome
- Introductions
- What is India?
- History of the outsourcing boom
- Major players in the market
- Challenges in India today

*10:30 am – 10:45 am* • Break

*10:45 am – 12:00 pm* Challenges to Working With India and Indian Teams

- Logistics issues
- Language issues
- Culture issues
- Current market dynamic issues
- Vendor issues

*12:00 – 1:00 pm* Working Lunch: India Today Video

*1:00 – 3:00 pm* Challenges to Working With India and Indian Teams (Cont.)

- Logistics issues
- Language issues
- Culture issues
- Current market dynamic issues
- Vendor issues

*3:00 – 3:15 pm* Break

*3:15 – 4:30 pm* India Employee Motivators (for Captive and Vendor teams)

- Your role in attracting and retaining the best talent
- How to attract the best
- How to retain the best
- How to work with the best

*4:30 – 5:00 pm* Wrap Up