**Intercultural communication**

-Hello, everybody! My name is Ingrid. I’m from Sweden. I work for a software technology and design company. Our company creates products and services for the computers and telecommunication industries.

6 months ago, we started work on a major project with an Indian software developer. Some collaborators of our company went to India to manage the different parts of the project.

-Good evening! My name is Indira. I’m from India, and I work as a software designer. Our company is the best one in the country. Its managers and engineers are highly qualified specialists.

Some months ago, we decided to form a partnership in order to set up a joint venture. The agreement was signed and soon our Swedish colleagues arrived. But things haven’t gone as well as we hoped.

-The standard of work is very high, but the project is behind schedule and several important dates have been missed.

- Meetings are often very long and the outcome is not always clear.

* *The relationship between the managers is getting worse.*

*The Human Resources Directors of the both companies received a number of complaints from their own employees about the current situation.*

-My local Indian team members are always late for meetings. It’s such a waste of my time having to wait so long for our meetings to start.

-My manager is very rude at the start of meetings – we don’t get an opportunity to greet our colleagues properly and make small talk.

-No wonder we are missing deadlines – my Indian colleagues take really long lunches I hardly leave my desk all day! And I start work earlier.

-My Swedish colleagues would rather work than join us for lunch.

-My colleague never finishes a job when she says she will – I’m finding it really hard to plan my own workload.

-My Swedish colleagues are rude sometimes – they say things like: “This is not as good as your last report.”

-The managers that report me never consult me – they often just ask their staff to do things that are not in the best interests of the project.

-My Swedish colleagues address me by my first name in front of my Indian team who I have been managing for many years. This is terrible.

**Active words and word combinations:**

1. Software technology and design company-компания по программному обеспечению
2. To set up a joint venture-учредить совместное производство
3. To be behind schedule-отставать от плана
4. A Human Resources Director-директор по персоналу
5. A deadline-крайний срок
6. Workload-рабочая нагрузка
7. Staff-персонал
8. make small talk – вести светскую беседу, вести разговор на общие темы, обменяться любезностями
9. Прочитайте и переведите диалог между представителями двух компаний (письменно).
10. Представьте себя в роли специалиста по межкультурным коммуникациям *(expert in cross-cultural communications)*. Проанализируйте причины ухудшения отношений сторон. Дайте рекомендации по предотвращению подобных ситуаций. Можете использовать следующие слова и словосочетания:

Inefficient-неквалифицированный, неэффективный

To take responsibility-нести ответственность

To make decisions-принимать решения

poor etiquette- нарушение этикета

Informal level-неформальный уровень

Key decisions-ключевые решения

Subordinates-подчинённые

Lack of knowledge-отсутствие знаний

Hierarchy-иерархия

To ignore-игнорировать, не обращать внимания

Communication style – стиль общения

Equality - равенство

Business culture - корпоративная культура

\*За выполненную работу будет выставлено 2 оценки.

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