



# Certified International Management Assistant ZfU

Manage the challenges of multi-national business

Office management and assistance training

**NEW!**

# Certified International Management Assistant ZfU

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## Manage the challenges of multi-national business

Prepare yourself for the challenges in a fast-changing international business world and become a strong and indispensable partner in the company.

In this course, based on the two modules «**Intercultural competence for global cooperation**» and «**Let's talk business**», you expand and strengthen the skills you need as an **international management assistant**.

You will focus on the dynamics, challenges and success factors when cooperating internationally and also profit from a very practice-oriented introduction to the cultural dimensions relevant for global communication and coordination.

Management skills alone are not enough to assert oneself on the international stage. The perfect juggling of the intercultural factors and the English business language are very important parts of your performance.

Each module lasts for 2 days. In general you are free to choose the order of the modules. It is therefore possible to start the course at any time.

## Module 1: «Intercultural competence for global cooperation»

### Good to know!

- International business ideals in contrast to Swiss work priorities
- The most invisible culture clashes
- The best motivational triggers around the world
- How do other cultures see us?

### Communicating successfully

- Reading between the lines
- List of 'secret codes' typical for very indirect cultures
- How to talk about mistakes, delays and problems without losing momentum

### Timelines, planning, efficiency

- Why time commitment differs
- Handling highly dynamic business settings with fast changing priorities

### Hierarchy and status

- Top-down hierarchy meets team-orientation Hierarchical danger zones
- How to get out of the status trap

### How to increase efficiency

- What it takes to strengthen commitment

## **Module 2: «Let's talk business»**

### **English phone calls – No problem!**

- Modern phrases, friendly style
- Breaking bad news diplomatically
- How to handle difficult phone calls

### **Workshop: Let's do it!**

- Get answers to your questions and practice-proven support for your daily tasks
- (The topics will be defined by the participants)

### **Challenges of multi-cultural meetings**

- Must-do's and No-goes for international meetings
- Handling low levels of English & native speakers
- Intercultural success factors to be aware of

### **Workshop: Let's do it!**

- How to get a great start and motivating atmosphere
- Language 'niceties' to spotlight dramatically different levels of politeness

### **E-mail support**

- Time to update your writing style? Quick fix
- British 'black list' of outdated email phrases
- Diplomatic strategies for tricky emails

### **Workshops: Let's do it!**

- Let's write some sample mails

### **E-Learnings**

- Intercultural communication in teams, 60 minutes
- communicate appreciatively, 40 minutes
- Talking through conflicts, 50 minutes
- Conflict resolution between colleagues, 60 minutes

## **Working Method**

Trainer input, phrase banks, exchange of experience, best practice strategies, discussions, exercises, language activities, workshops, phrase banks, questionnaires, self-assessments, short video clips for illustration

## **Participants**

Assistants, office managers and team members who work and communicate internationally. People who wish to work confidently and efficiently when cooperating with business people from all over the world. Fluent English language skills are mandatory.

## **Link**

➤ [zfu.ch/go/cim](https://zfu.ch/go/cim)

## Certified International Management Assistant ZfU

### Price

CHF 5430.00

Price includes: Online seminar documents, lunch, coffee breaks and certificate. Overnight stay is not included.

Important: The seminar will be held in a small group. The number of participants is limited.

### Information and registration

Duration: 2 modules, 4 days,  
210 minutes e-learning

**10.10.–11.10.2024**

**Intercult. competence for glob. coop.**

In Thalwil, Hotel Sedartis

**14.11.–15.11.2024**

**Let's talk business**

In Thalwil, Hotel Sedartis

4 E-Learnings : independent of time and place

Day 1: 8.00–17.00

Day 2: 8.30–16.30



**Register now!**

**[zfuf.ch/go/cim](https://zfuf.ch/go/cim)**

### Attractive discounts

The following discounts apply for simultaneous bookings:  
From 2 bookings: 10%  
From 4 bookings: 15%

### Contact

+41 44 722 85 85  
[info@zfuf.ch](mailto:info@zfuf.ch)

### Inhouse training

This seminar can also be booked as an Inhouse event. We provide you with support!

## Certificate recognition status

Owing to its good reputation and high level of awareness in Switzerland, the certificate is very highly recognised and accepted at national level. The certificate has been awarded for many years now, and is constantly being adapted to reflect the latest challenges facing companies, managers and employees. Thanks to a high degree of satisfaction, hundreds of participants have already carried the name to the outside world. The majority of participants attend on the basis of recommendation, demonstrating that both recognition and participant satisfaction are very high.

Participants must attend all seminar days in full to receive the certificate. No further examinations take place at this high level.