


# Fokus auf Indien - Expats



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## Lukas Schmitz

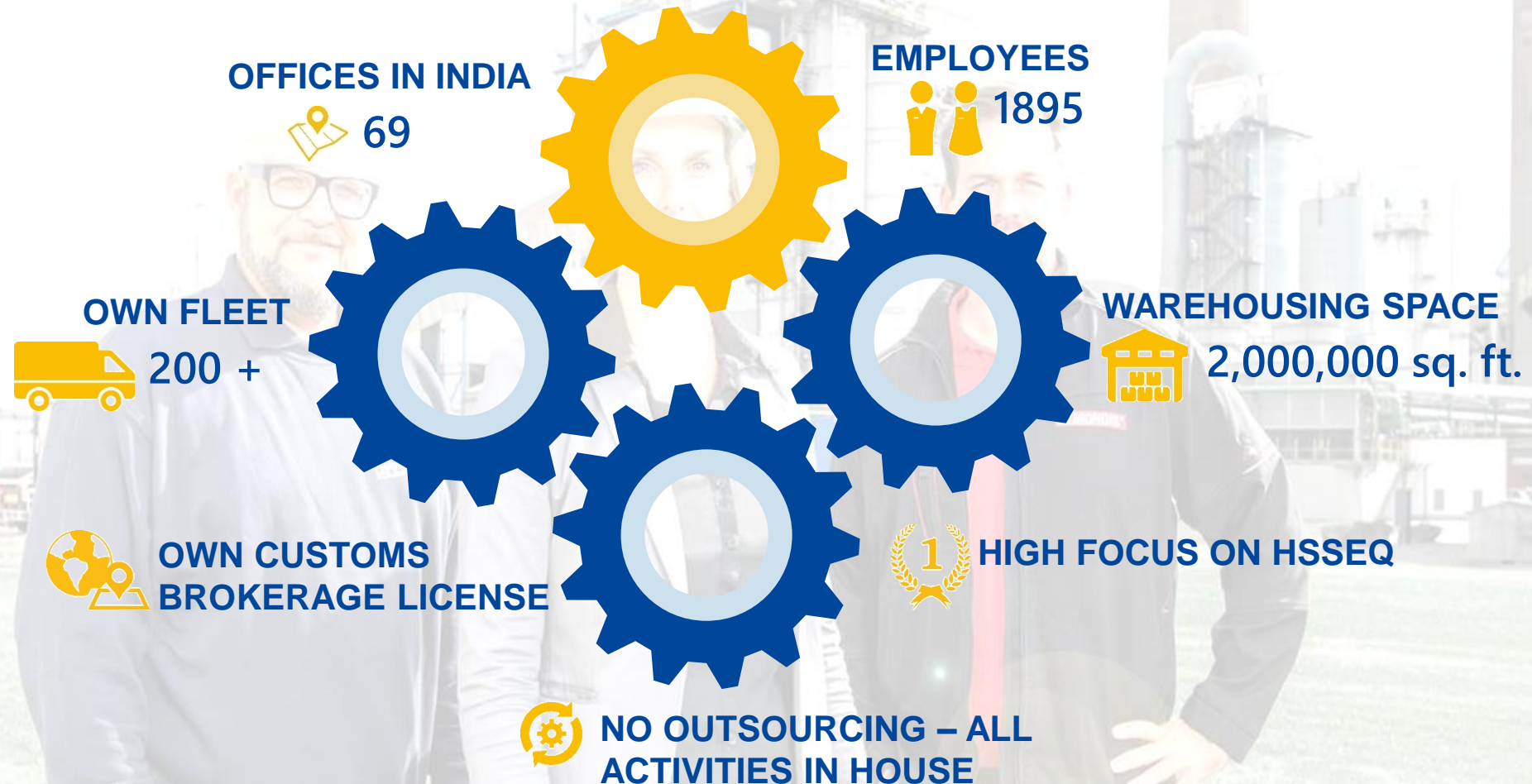
Branch manager  
Gurugram  
India  
Rhenus logistics

- Ich leite unsere Niederlassung in Gurugram/ Neu Delhi und bin seit 3 Jahren bei Rhenus Logistics India aktiv
- Seit 5,5 Jahren lebe und arbeite ich Indien und war vor meiner Anstellung bei Rhenus Logistics India innerhalb der Indo-German Chamber of Commerce bei der Hamburg Repräsentanz Mumbai aktiv
- Mein akademischer Hintergrund ist ein Master of Science Abschluss in International Economics & Policy Consulting an der Otto-von-Guericke Universität Magdeburg





# RHENUS INDIA – A STRONG ILS ORGANIZATION



# LINEAR-ACTIVE VS MULTI-ACTIVE

## LINEAR-ACTIVE (GERMANY)

- Talks half the time
- Does one thing at a time
- Plans ahead step by step
- Rarely interrupts
- Uses mainly facts
- Truth before diplomacy
- Sometimes impatient
- Limited body language
- Separates the social and professional

## MULTI-ACTIVE (INDIA)

- Talks most of the time
- Does several things at once
- Plans rough outline only
- Often interrupts
- Feelings before facts
- Flexible Truth
- Impatient
- Unlimited body language
- Interweaves the social & professional

# FUNDAMENTAL DIFFERENCES IN CULTURE

|                             | Germany  | India   |
|-----------------------------|--|---|
| <b>Business Structure</b>   | Fairly centralized autocratic & hierarchical   | Hierarchical - Group decision making (democracy)                                  |
| <b>Management Style</b>     | Managers expected to be technically capable and show strong, clear leadership                              | Managing people in India requires some Micromanagement (Over the shoulder)        |
| <b>Relationship vs Task</b> | Tasks before personal relationships  | Personal relationships and trust is crucial                                       |
| <b>Communication Style</b>  | Direct, open and to the point  | Most Indians prefer to communicate indirectly to maintain harmony                 |
| <b>Negotiation</b>          | Detail-oriented and strictly follows contracts   | Approach varies from detailed and precise to instinctive and emotional            |
| <b>Value of Time</b>        | Missed deadline is poor management and inefficiency  | In some instances, deadlines are flexible   |
| <b>Power Distance</b>       | Low power distance: questioning superiors  | High power distance: unconditional acceptance of superiors                        |
| <b>Meeting Etiquette</b>    | Punctuality is taken extremely seriously, last minute cancellations could jeopardize business relationship | Fixed start times, but flexible end times, meetings are cancelled at short notice |



# LIFE IN INDIA





## INDIAN HEAD BOBBLE

A famous Indian **Head Bobble**: a source of confusion and wonder!

- Yes Bobble
- No Bobble
- Maybe Bobble
- Wassup Bobble
- Connoisseurs Bobble
- Whiplash Bobble



## FEEL FREE TO CONTACT ME

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