

**We will listen to you and work with you to
customize a package that best serves your specific needs!**

Total Solutions Package	Membership Services			
Business	<ul style="list-style-type: none"> ▶ Roundtable discussion sessions ▶ Strategy and government relationship consulting ▶ Operation issues--project consultation ▶ Seminars / Workshops with a variety of themes 			
Culture	<ul style="list-style-type: none"> ▶ Consultation on Chinese culture and Chinese business culture ▶ Seminars / Workshops with a variety of themes ▶ Cultural Reservoir 			
	<ul style="list-style-type: none"> ▶ Customized training/roundtable discussion sessions on Chinese culture (10 modules) 	Introduction to Chinese Culture (4 modules)	<ul style="list-style-type: none"> Chinese philosophies Chinese social customs Chinese political environment Chinese economy 	
		Chinese Business Culture (6 modules)	Impact from Chinese traditional culture	<ul style="list-style-type: none"> ◦ Confucianism, Taoism and Buddhism ◦ The proper sequence of an introduction ◦ Precedence and courtesy ◦ Chinese appellations ◦ Face and <i>Guanxi</i> ◦ Culture of <i>Ganbei</i> ◦ Dining Etiquette ◦ Gift exchange
			Impact from Chinese government structure	<ul style="list-style-type: none"> ◦ General Structure of Chinese Government ◦ Influence of government structure on business practice
			Impact from approaches of problem solving	<ul style="list-style-type: none"> ◦ Chinese problem solving approach vs. western problem solving approach ◦ Contract

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			<ul style="list-style-type: none"> ◦ Meetings and negotiations
		Impact from fast economic development	<ul style="list-style-type: none"> ◦ Economic reform and fast economic development ◦ Impact on business practice
		Impact from the huge population	<ul style="list-style-type: none"> ◦ Scale, scale, scale
		Topic tailored to your interest and need	
▶ Short-term training (70 hours divided into 7 modules)	Conversational Chinese for business people in authentic scenarios (7 modules)	Fundamentals of Chinese pronunciation	<ul style="list-style-type: none"> ◦ Introduction of <i>pinyin</i> ◦ Finals and initials ◦ Tones ◦ <i>pinyin</i> rules
		Workplace Chinese	<ul style="list-style-type: none"> ◦ Greetings and introductions ◦ Thanking and apologizing ◦ Coping with disagreements ◦ Farewells
		Business Communication	<ul style="list-style-type: none"> ◦ Making phone calls ◦ Making appointments ◦ Making arrangements for business trip ◦ Meeting and Dining ◦ Exchanging business cards
		Business Negotiation	<ul style="list-style-type: none"> ◦ Offering a price ◦ Expressing disapproval ◦ Persuading someone ◦ Making a deal
		Industry/business-specific Chinese	<ul style="list-style-type: none"> ◦ Introducing your company ◦ Describing your product/service ◦ Describing a project ◦ Language in scenarios tailored to your needs

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			Customer Service		<ul style="list-style-type: none"> ◦ Understanding customer issues ◦ Coping with customer complaints ◦ Resolving customer problems
			Staff Management		<ul style="list-style-type: none"> ◦ Appointing tasks ◦ Encouraging staff ◦ Dealing with emergency situations
	▶ Longer-term training (70 hours +): needs-based	4 language skills	Listening Reading	Speaking Writing	
	▶ Consultation on language questions and issues				

You can also choose from two other types of services:

Partial solutions: fee-based programs	Single solution: fee-based event
<ul style="list-style-type: none"> • Strategy and government relationship consulting 	<ul style="list-style-type: none"> • Training module
<ul style="list-style-type: none"> • Operation issues--project consultation 	<ul style="list-style-type: none"> • Workshop
<ul style="list-style-type: none"> • Language training (including free language consultation) 	<ul style="list-style-type: none"> • Seminar
<ul style="list-style-type: none"> • Culture training (including free culture consultation) 	<ul style="list-style-type: none"> • Conference
<ul style="list-style-type: none"> • Cultural seminars and workshops 	
<ul style="list-style-type: none"> • Business seminars and workshops 	