

Change your words, change your world!

"It's the soft skills that create the hard facts."

Susanne Kilian, UN interpreter



The German Code

Making business with Germans more fun and successful!

Gain an eye-opening insight into German structures and corporate culture.

- ? Why...**
 - does small talk seem to make them feel uncomfortable?
 - are Germans so direct and to the point?
- ? How...**
 - do I gain trust and respect as a business partner?
 - formal / informal should I be?
 - are the expectations concerning timeliness and quality of work?
 - do I approach project management, teamwork and hierarchies the German way?
- ! Bonus** **Revealing insights into the "neuroscience of understanding"**
 - Why does every culture decode information so differently? Find out how our cultural upbringings affect it.
 - What causes misunderstandings?
 - Which strategies defuse misunderstandings?

Develop time- and money-saving strategies to achieve mutual success.

Süddeutsche Zeitung

March 28, 2016

Small Talk is the Key

"When you approach a conversation with charm and respond to your conversational partner in an empathic and mindful way, it causes a domino effect. Positive language leads to a positive atmosphere."

“
Excellent success-focused training based on an efficient and unique concept.
”

- Volkmar Fritz
(Head of Procurement KPMG AG Germany)

Berliner Zeitung

March 5, 2011

Avoiding Blunders in Foreign Languages

"Besides Berlin, Susanne Kilian has also lived in Paris, New York and Singapore. As a result, English, French and Indonesian are not a foreign concept to the interpreter..."

“
I thoroughly enjoyed listening to her. The large audience was enthusiastic, captivated by her charm and humor.
”

- Gebhardt von Moltke (Chairman)
German-British Association

DER SPIEGEL

November 19, 2012

One or the other faux pas

"...In almost every culture in the world, starting a conversation is like a dance. Whether you are negotiating the building of a factory, upgrading a hotel room or even trying to cut your debts..."

“
Ms. Kilian's informative and amusing concept is highly inspiring and provided us with stunning insights into the peculiarities of communication.
”

- Michael Geier, Association of the International Club in the German Foreign Office