

Challenges related to the communication between supervisor/manager and employee in Russia

Yana Byakhova

Business Trainer

Awara Eduhouse Training Moscow

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**“Reason has always existed,
but not always
in a reasonable form”**

MODERN RUSSIA

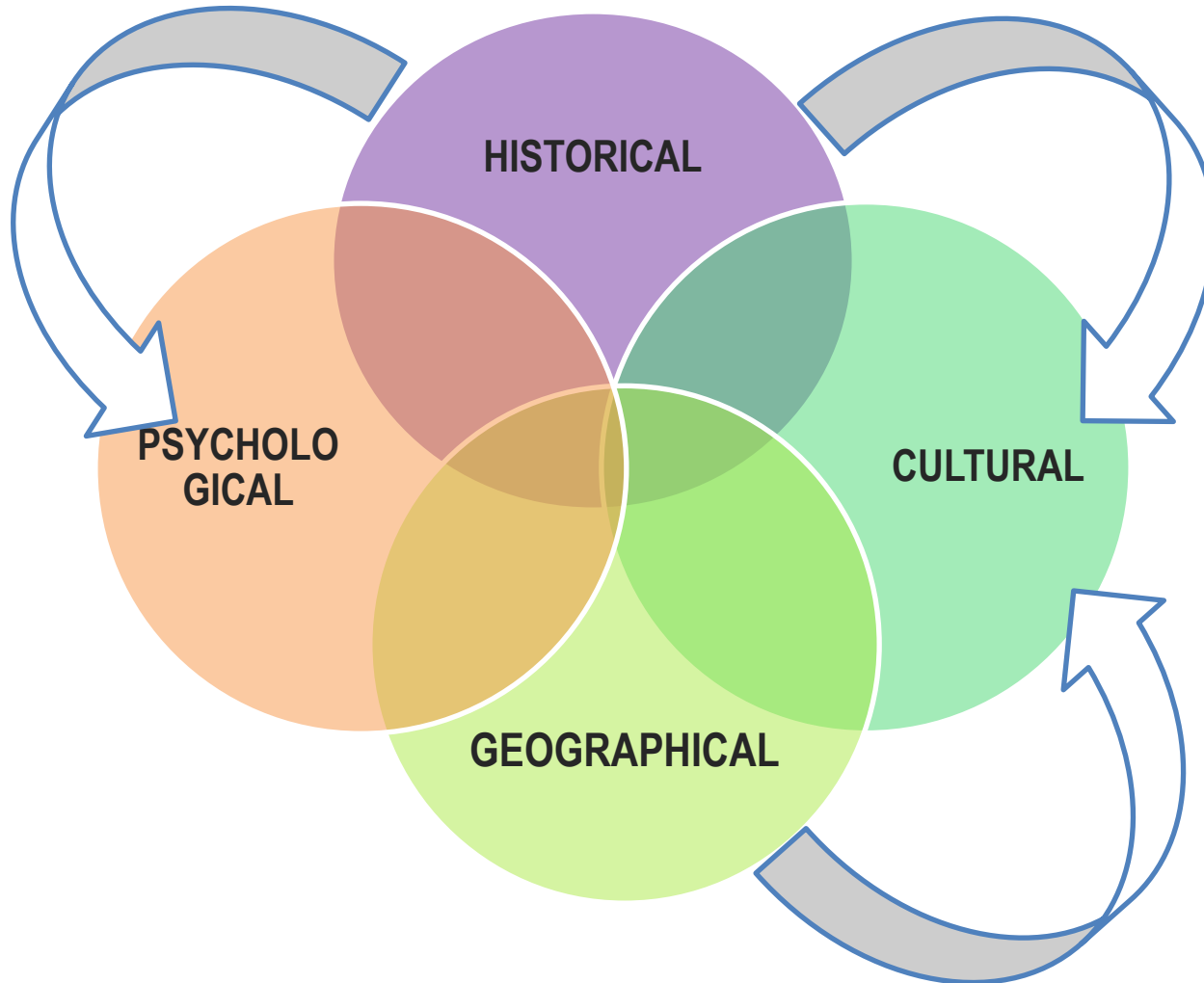
**THE MAIN PROFIT
TAX RATE – 20%**



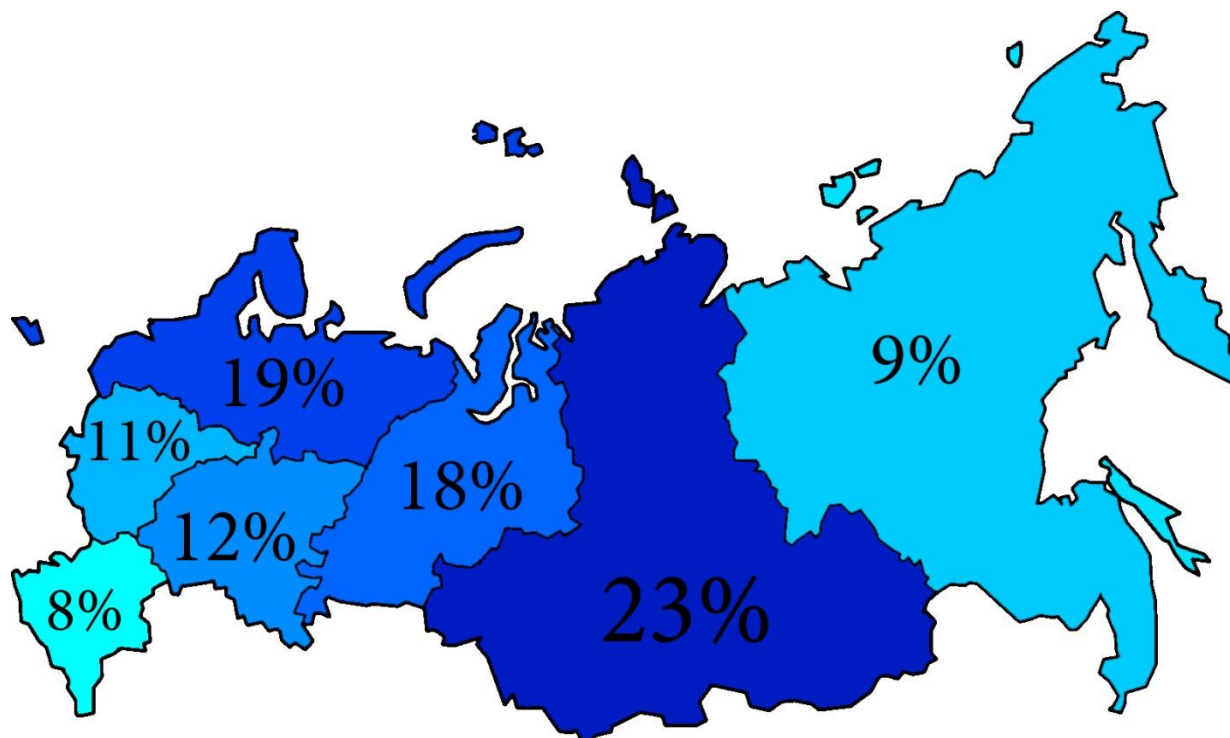
**THE INVESTMENT LIMIT IN
COMPANIES WITH SUBSOIL
ACTIVITY - 25%**



KEY ASPECTS TO KEEP IN MIND



GEOGRAPHY-CULTURE LINK



- Сибирский федеральный округ
- Северо-Западный федеральный округ
- Уральский федеральный округ
- Приволжский федеральный округ

- Центральный федеральный округ
- Дальневосточный федеральный округ
- Южный федеральный округ

WESTERN MANAGERS COMMON PREJUDICES

- ◆ They have come to Russia because they were so unsuccessful, that no one would hire them in their native countries. Or their companies get rid of them this way.
- ◆ They come to Russia not to work but to grab as much as possible of the compensations and benefits that are unavailable for them in their native countries.
- ◆ They are not interested in understanding Russia and unwilling to learn Russian.
- ◆ They are patronizing and arrogant, not paternalistic.
- ◆ It's useless to explain anything to them so don't even try.
- ◆ They are all hypocrites.

MUTUAL TRUST AND RELATIONSHIP



FOLKLORE. THE KEY TO UNDERSTAND THE ATTITUDE OF RUSSIAN EMPLOYEES TO THE FOREIGN MANAGERS

- ◆ The goose is not a pig's friend
- ◆ The initiative is to be punished
- ◆ You are a boss, I'm a fool. I'm a boss – you're a fool!
- ◆ Rules of management.

Rule #1: the manager is always right

Rule #2: if the manager is wrong, see rule #1

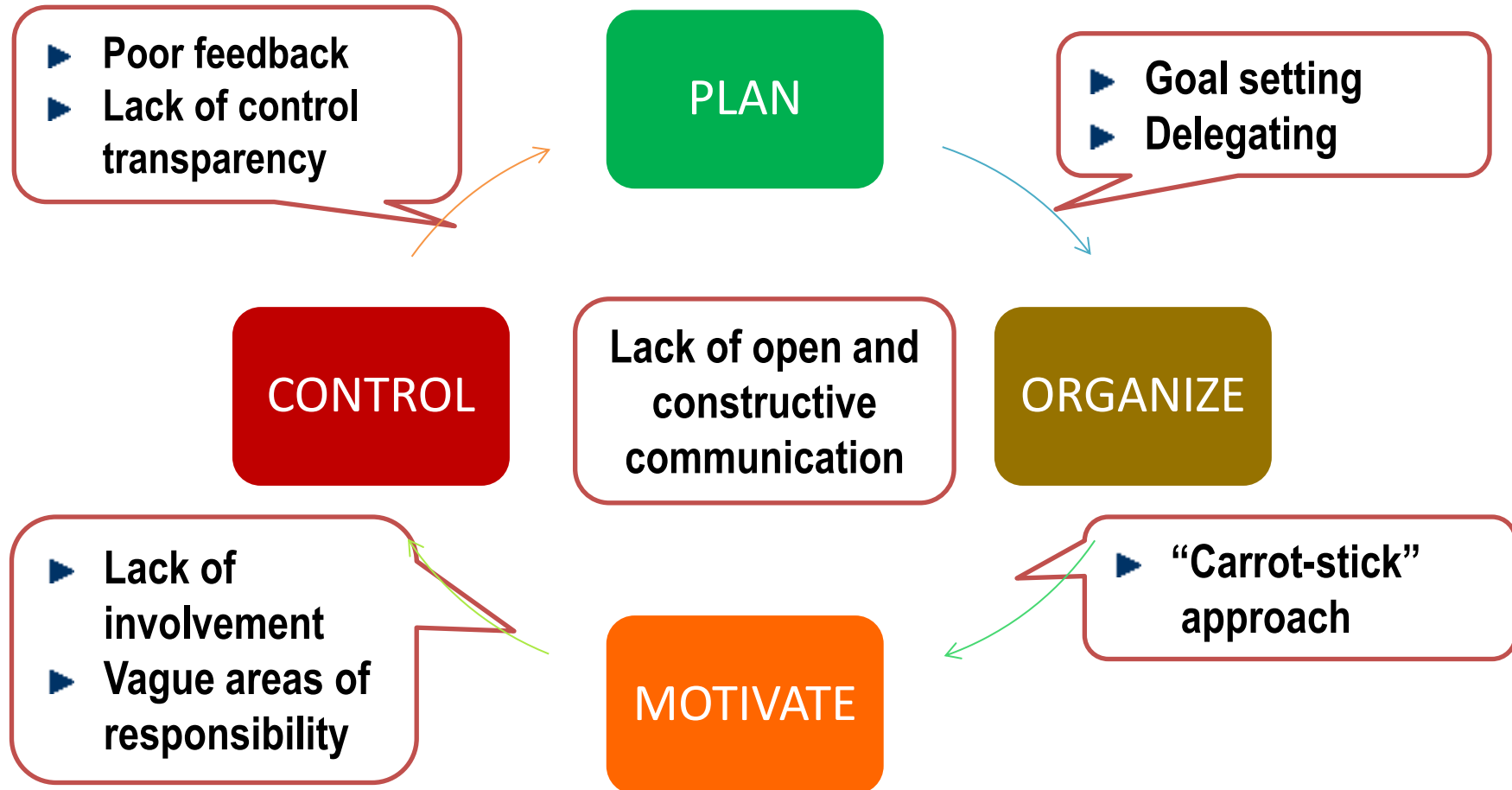


Peter the Great
1672 - 1725

Decree of Peter the Great December 09th 1725

“The subordinate’s look
in the presence of his superior should
be **dashing and silly**
in order not to embarrass the authority
by his intelligence”

CYCLE OF MANAGEMENT and the key conflict-initiating points in it



MANAGEMENT FEEDBACK PROGRAMS

Why they seldom work with Russian employees:

1

- Management fails to gain trust

2

- Employees don't believe in anonymity of the surveys

3

- Employees would not express their true opinion

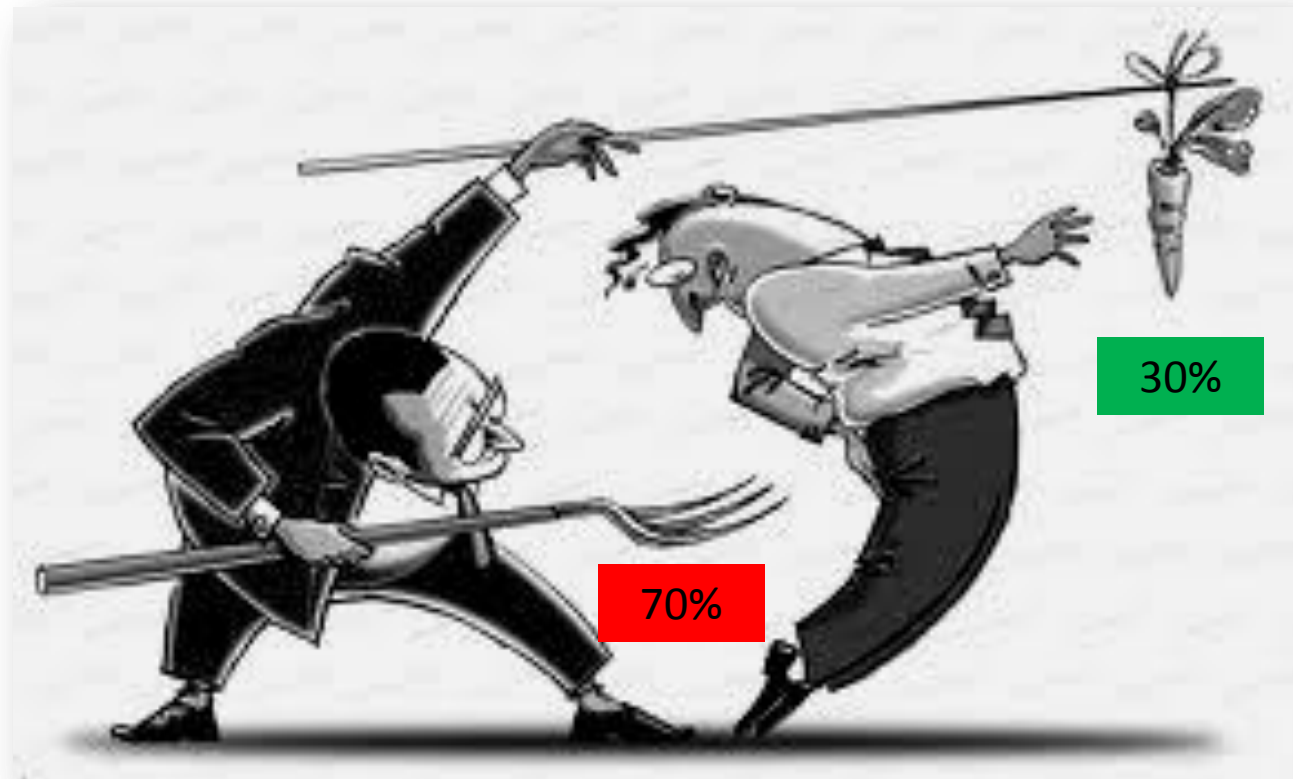
4

- The managers' picture of how employees see them is far from reality

MOTIVATING RUSSAIN EMPLOYEES



THE MOST POPULAR STYLE OF MOTIVATION





*What motivates
your employees?*

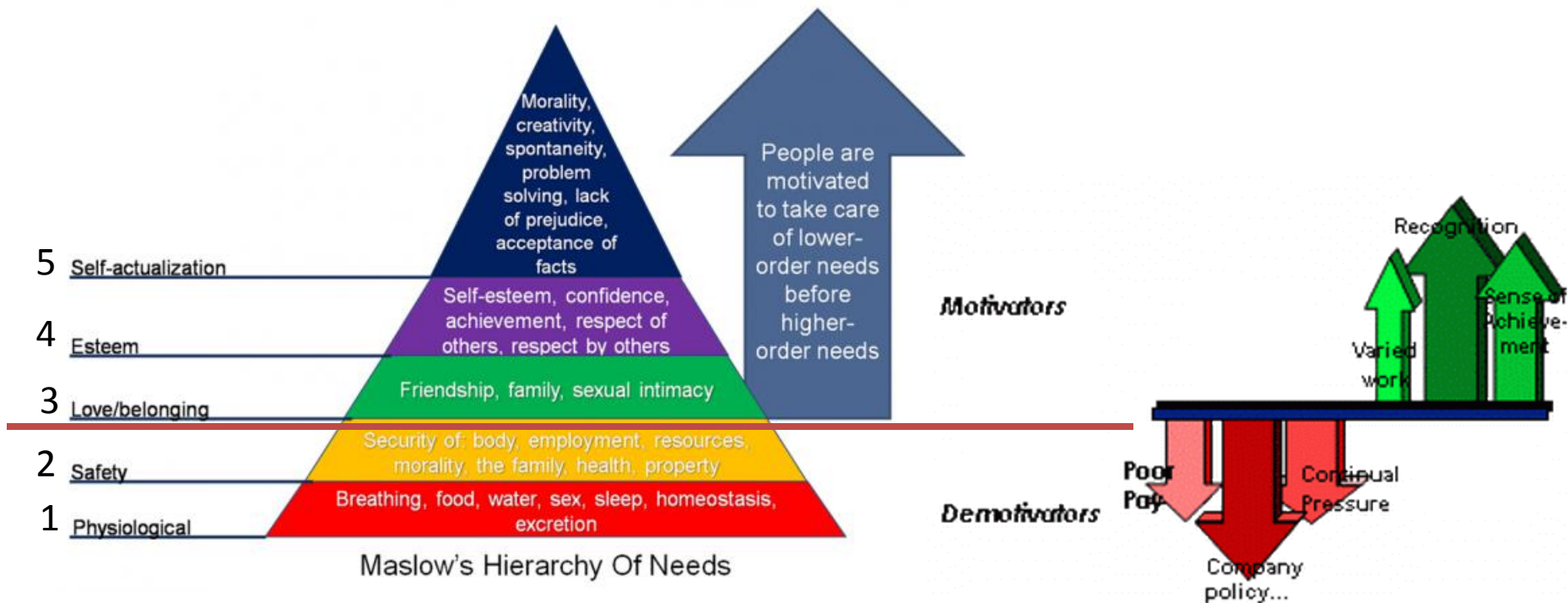


*Shouldn't you
find out before
they run away?*

HIERARCHY OF MOTIVES

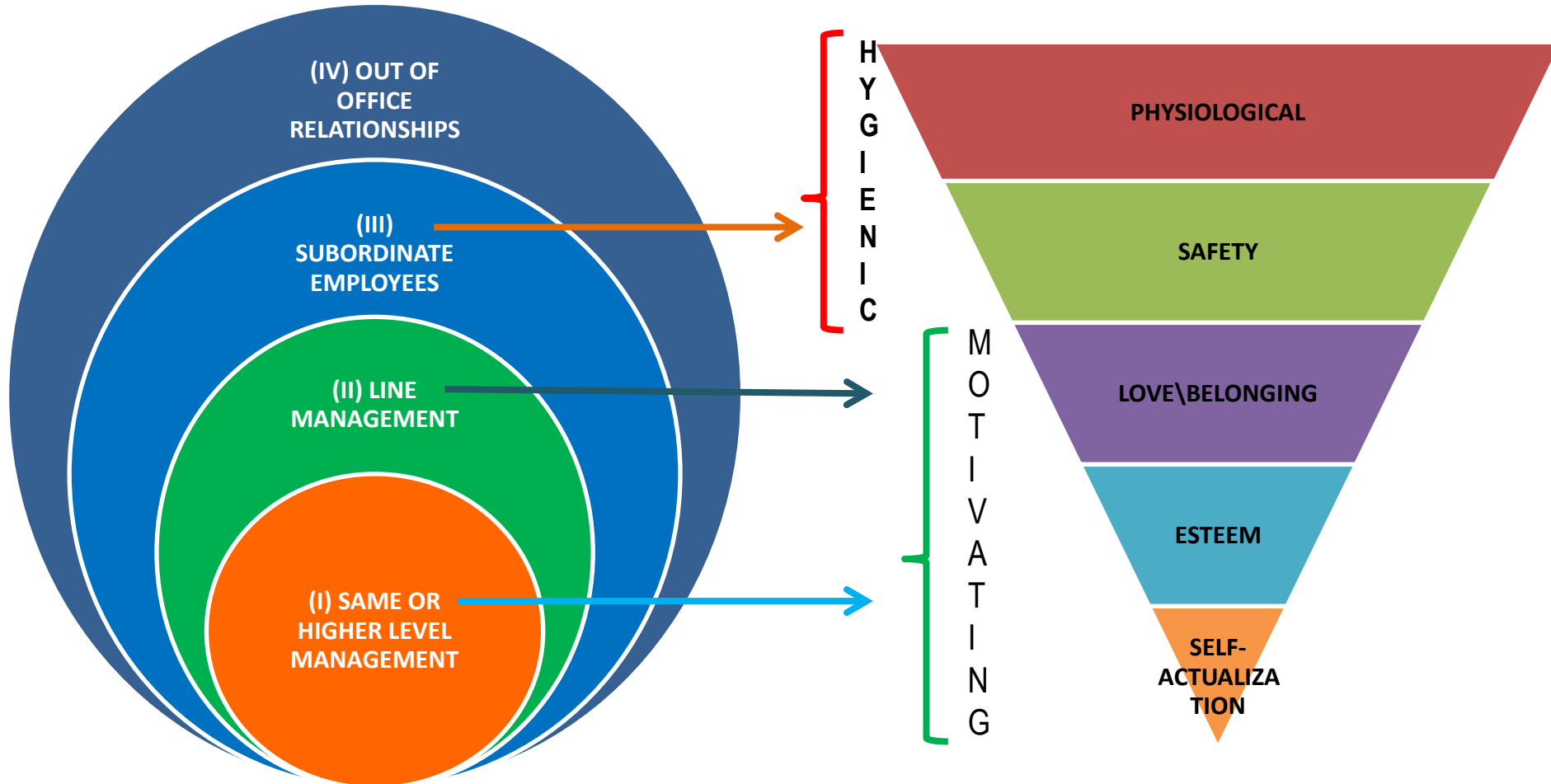
MASLOW

HERZBERG



MOTIVATION PARADOX

HIERARCHY OF NEEDS SATISFACTION RELATED TO THE LEVEL OF SALARY RANGE



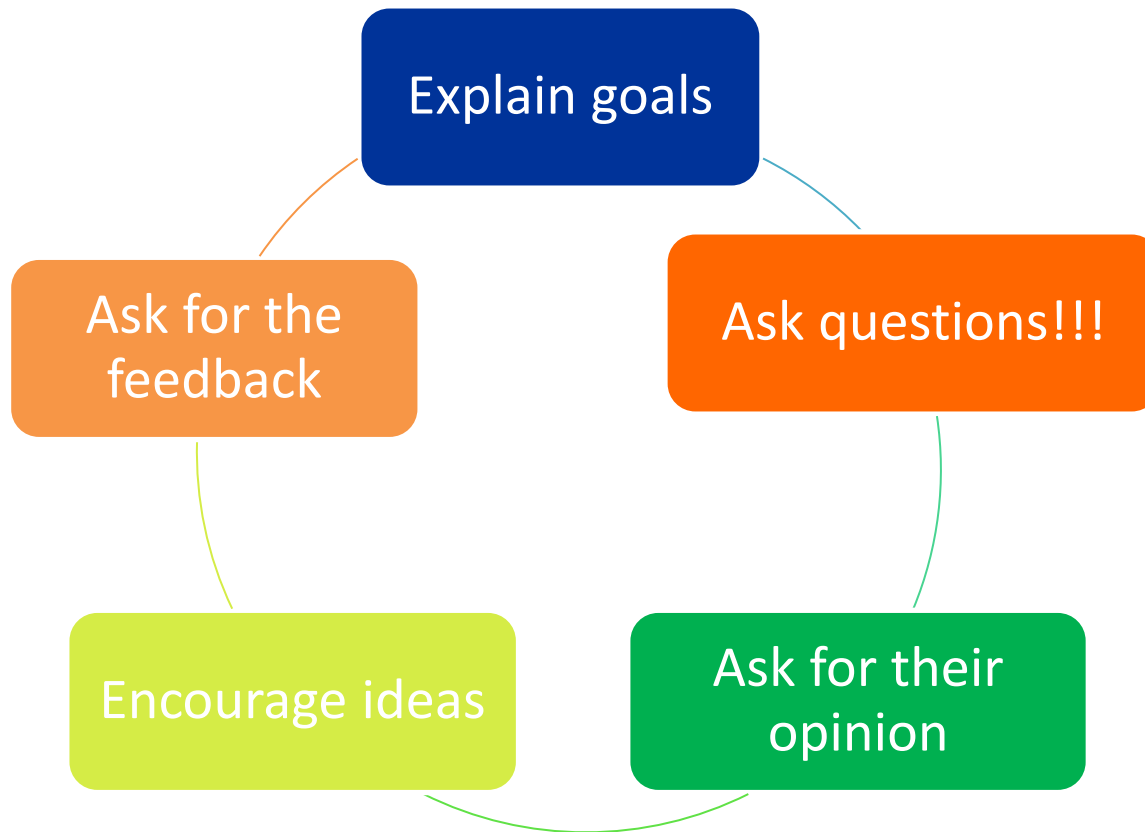


Job satisfaction

Motivation by the job content



TEAMWORK. DOUBLE YOUR EFFORTS!



GOOD LUCK!

