

## Meeting People- Cultural Differences and Useful Phrases

*Which things below are true in your country? Write the first letter of your country's name next to them (e.g. "J" if you are from Japan).*

- *It's normal to walk up to someone, for example at a conference, and say "Let me introduce myself".*
- *It's common to find more indirect ways of starting a conversation, e.g. commenting on the weather.*
- *You usually say your company name before your own name and job.*
- *Your company name is more important than your job title.*
- *You usually say something meaning "Nice to meet you" after saying your name, even if that is much later in the conversation.*
- *You should bow when saying "Nice to meet you" etc.*
- *You should shake hands when saying "Nice to meet you" etc.*
- *How you shake hands is very important.*
- *A good handshake is firm (but not too firm), dry, brief and has eye contact during it.*
- *You should avoid using the same standard phrases all the time, for example when being introduced to a large group of people.*
- *A good introduction is like a couple of short speeches.*
- *A good introduction is like a tennis match, with questions and comments meaning who is speaking changes often and rapidly.*
- *New employees are usually taken round and introduced to people one by one, and should try to have a short two-way conversation with each.*
- *New employees often stand up and give a brief introductory speech.*
- *People often have a brief speech to introduce themselves that they use in many situations.*
- *There isn't much difference between formal and informal introductions.*
- *Business cards which you receive should be handed over with both hands and with the text the right way up for the other person to read.*
- *It's good to comment on something about the business cards you receive.*
- *Business cards should be placed on the table during the meeting and then put in a dedicated business card holder.*
- *Never write anything on another person's business card.*
- *It is fairly easy to signal the end of a conversation.*
- *Conversation endings are fairly or very short.*

*Which things are true for another country that you often do business with? Do the same thing with the first letter of its name.*

*Compare ideas with someone else in the group.*

*What language could you use to do the things which are good/ avoid the things which are bad, e.g. those things in italics above?*

*What cultural differences and useful language can you think of for business entertaining?*

*How might these things vary by culture?*

Choosing suitable places for business entertaining

Inviting

Replying to invitations

Conversation during business entertaining

Who pays

*Brainstorm useful phrases for each of those situations above.*