



BUSINESS ETIQUETTE IN DIFFERENT CULTURES

Radtke Maria
9-CM-1



- Conducting business with people from other cultures means **being aware of how they do things differently.**



to have successful
business across the
world

=

to consider and respect how
different cultures do
business

How business etiquette is different in different cultures

- some of factors you could consider ahead of meeting a business partner from a different country



Europe

France



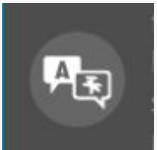
Handshake with everyone



Title and surname until invited to call them by their first name (*Monsieur & Madame*) •

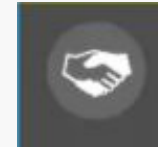


Yes (should be given to the receptionist or arriving to the meeting)

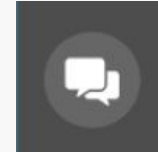


- try to speak French
- stick to business
- go into comprehensive detail about everything you discuss

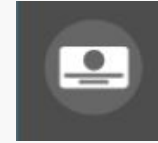
Italy



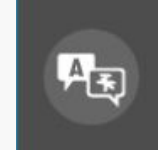
Handshake with everyone
Kissing on the cheek



Title and surname until invited to call them by their first name (*Signor & Signora*)



Yes



- business is very relationship-driven
- written communication is preferred for initial contact
- negotiations can take a long time

Asia and Middle East

Japan



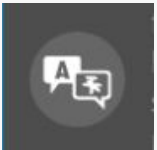
Bowing or a handshake



Title and surname

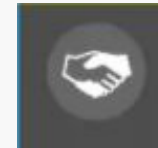


Yes (should be given and received with two hands, and kept in immaculate condition)

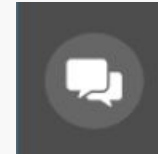


- the most senior person has to lead the business conversations
- sit across from people with a similar experience level
- learning Japanese phrases is considered polite

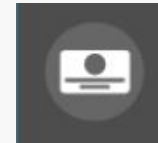
United Arab Emirates



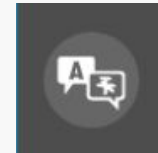
Handshake with **right hand** only



Title and surname (*Sayed & Sayeda*)



Yes (with Arabic translations, and given with your right hand)



- the use of your left hand will be seen as disrespectful
- phone calls and text messages may be answered during meeting



THANK YOU FOR
YOUR
ATTENTION!

I am ready to answer your
questions

