

Cultural Differences in Business



The level - B1

The number of players - 2-6

Language game objective: to find out interesting and surprising differences between cultures and raise awareness that the differences enrich our world.

What we need:

a board, three piles of cards
a die
counters (any tiny objects)
instructions

The game objective: to get to the FINISH as fast as possible.

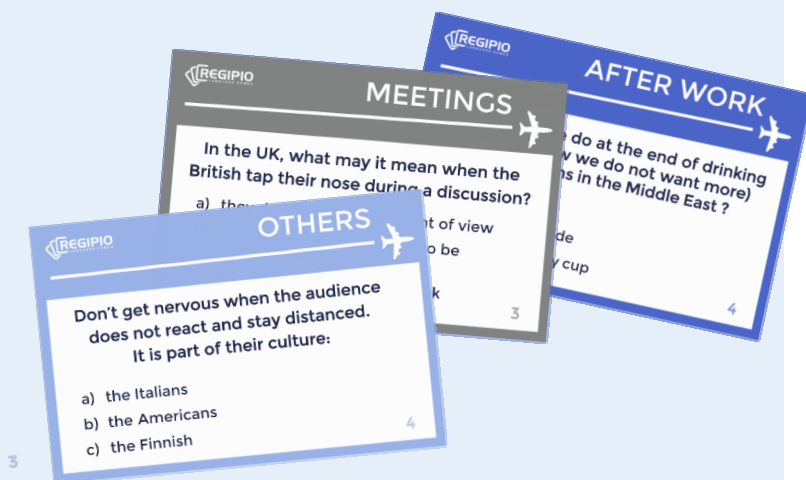
1. Print out the instructions, the boards and three piles of task cards. Have a die.
2. All the players roll the die. The player with the highest number starts the game first.
3. The first player rolls the die. He moves on the board according to the rolled number on the die. The colour on the field determines the question from which pile he/she should answer,

for instance:

GREY SQUARES– grey cards

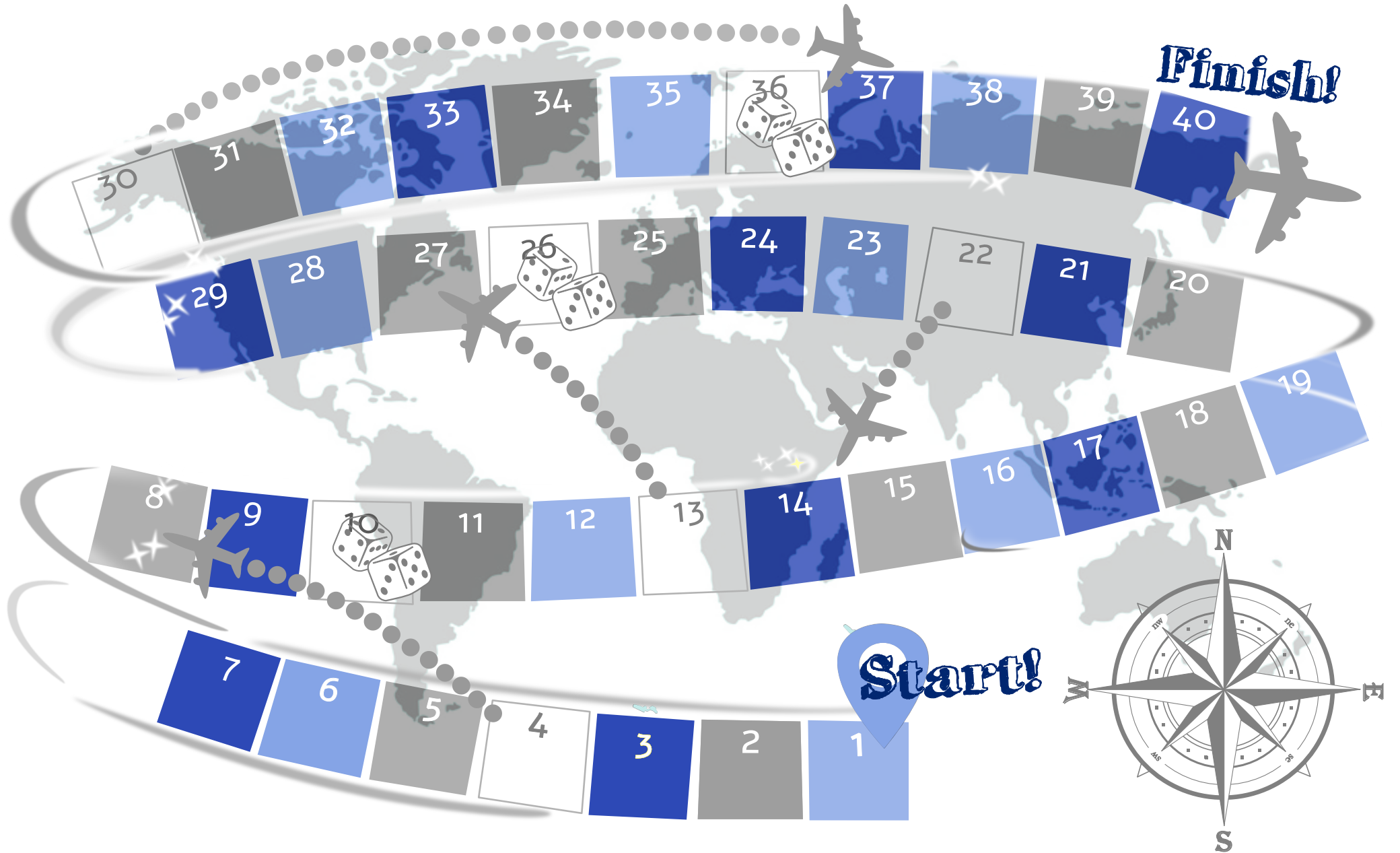
LIGHT BLUE SQUARES – light blue

CARDS DARK BLUE SQUARES – dark blue cards



4. The questions are read by the next player who checks the answer placed on the separate Answer Key sheet.
5. The winner is the person who reaches the FINISH first.

Cultural Differences in Business





AFTER WORK



Which activity at a restaurant would be a faux pas anywhere else but not in France?

- a) eating the appetizer before the meal
- b) placing bread directly on the table
- c) drinking too much water

1



AFTER WORK



Which hand are you not allowed to eat with in the Middle East, some parts of Africa and India?

- a) left
- b) right
- c) it is allowed to eat with both hands

2



AFTER WORK



What is forbidden at a meal in Chile?

- a) to sit next to each other
- b) to eat using your fingers
- c) to eat a fish speciality with sauce

3



AFTER WORK



What should we do at the end of drinking coffee (to show we do not want more) with Bedouins in the Middle East?

- a) shake the cup
- b) put the cup aside
- c) smell the empty cup

4



AFTER WORK



Drinking and eating in Kenya shouldn't be:

- a) fast
- b) done simultaneously
- c) slow

5



AFTER WORK



Everywhere in Asia you will be expected to:

- a) eat with a knife and fork
- b) use a fork
- c) eat with chopsticks

6



AFTER WORK



Is it polite to pick your teeth at the table in the Middle East?

- a) no, it is impolite.
- b) yes, and blowing your nose
- c) yes, but blowing your nose at the table is perceived as rude

7



AFTER WORK



Europeans in general:

- a) never tilt their chair back on two legs and never rest their elbows on the table
- b) push food onto a fork with a finger
- c) hold the fork in their right hand and the knife in their left

8



AFTER WORK



Where do we keep our hands at the table in Britain?

- a) hands are kept in your lap
- b) directly on the table
- c) only wrists lie on the table

9



AFTER WORK



If you are served pasta in Italy:

- a) use a spoon to assist yourself while eating it
- b) do not use a spoon but twirl pasta with the fork
- c) it is up to you if you use a spoon or not

10



AFTER WORK



In Mexico salad are served:

- a) after the main course and people shouldn't cut the lettuce but fold it with a knife and fork
- b) before the main course and people can cut the lettuce
- c) as appetizers and the lettuce shouldn't be cut but folded with a knife and fork

11



AFTER WORK



Can German people bring business to discussion during an integration meeting (after work)?

- a) no, it is very rude
- b) no, they shouldn't do so
- c) yes, it is acceptable and polite

12



AFTER WORK



After work, while toasting, it is absolutely essential for Swedish people to:

- a) pass the glass to the person on the left
- b) maintain direct eye contact from the beginning till the end of the toast with everyone
- c) try not to look at the rest of the people and remain serious

13



AFTER WORK



For Russians, integration meetings are based on:

- a) sealing a deal
- b) getting to know each other
- c) making decisions and negotiating

14



AFTER WORK



Hungarian colleagues usually:

- a) don't talk business during lunch and dinner
- b) make business deals after work during dinners
- c) talk business during lunch, dinners and they love it

15



AFTER WORK



During informal meetings in the Netherlands it is rude to wander from room to room at a guest's house.

- a) usually would like to be admired and have their rooms open for the guests.
- b) have to show their houses to visitors, as it is the main sign of politeness.
- c) limit visiting their houses to only one room.

16



AFTER WORK



Our Polish associates talk about leisure stuff. They tend to omit the subject of business during their time out of work.

- a) of course they do not talk business after work
- b) Polish people talk only business after work
- c) it is typical of Polish people to raise a question of business during informal meetings but related only to deals

17



AFTER WORK



In Colombia, it is considered obscene and rude to leave the dinner party or table at any time.

- a) yes, indeed, that's a bad form
- b) no, you can leave at any time
- c) you can leave, but you have to put the napkin onto the plate

18



AFTER WORK



Don't be surprised in Ukraine, when:

- a) final negotiating occurs over lunch/dinner
- b) slouching is preferable at the table
- c) they talk only about families, never about business

19



AFTER WORK



In Norway, at the end of a dinner party, the male guest of honour:

- a) acts as a spokesperson and is obliged to thank the host or hostess.
- b) leaves the place in silence as a sign of gratitude
- c) should tell a joke

20



AFTER WORK



The most common toast in Spain is:

- a) Salud
- b) Buen apetito
- c) Hola

21



AFTER WORK



How are the things with business cards? Who takes them ceremonially/ritually and exchanges these cards outside of business functions and after work?

- a) Italians
- b) the Japanese
- c) Germans

22



AFTER WORK



Where should the introductory handshake be light rather than firm?

- a) Brazil
- b) the USA and Canada
- c) France

23



AFTER WORK



How do we cut potatoes in Switzerland?

- a) with a knife and fork
- b) only with a fork
- c) we shouldn't cut them

24



AFTER WORK



In Denmark it is expected that you:

- a) leave some food scraps on your plate
- b) finish everything on your plate
- c) eat and drink simultaneously and leave the rest of the meal on the plate

25



AFTER WORK



Be prepared for lengthy meals not only but also after work:

- a) in China
- b) in Germany
- c) in Brazil

26



AFTER WORK



Be prepared to sing a solo karaoke after dinner in:

- a) Poland
- b) India
- c) South Korea

27



AFTER WORK



Which countries lead the way in incentive integration meetings as a form of exchanging and learning foreign business etiquette?

- a) the USA, Germany, Spain
- b) UK, France, Italy
- c) Austria, China, The Netherlands

28



AFTER WORK



In Thailand never touch anyone's during meetings, as it is sacred and remember that ... are the dirtiest parts of the body, so do not bend if a coin falls down.

- a) head, feet
- b) neck, legs
- c) arm, head

29



AFTER WORK



Hosts will always pay for dinner and lunch, so do not insist. They also tell jokes, so smile if you hear them in:

- a) Austria
- b) Chile
- c) Russia

30



AFTER WORK



In an outing with Germans everyone is expected to:

- a) pay for themselves
- b) pay for their own selections, to go Dutch
- c) pay at least for their drinks

31



AFTER WORK



In the USA as soon as you are seated, put the napkin in your lap. Never use it to:

- a) clean your mouth
- b) wipe your nose
- c) dry/clean your hands

32



AFTER WORK



In traditional... pubs, after work meetings are organized. You can take... there:

- a) Irish, your spouse
- b) Romanian, your kids
- c) Asian, your parents and spouse

33



AFTER WORK



The atmosphere of integration meetings is more laid-back in:

- a) Argentina and Middle East countries
- b) Poland and Germany
- c) Spain and Russia

34



AFTER WORK



There is a clear separation of topics between working time and after-work time. People address themselves by the title and surname in:

- a) Australia
- b) Germany
- c) Brazil

35



AFTER WORK



36



AFTER WORK



37



AFTER WORK



38



AFTER WORK



39



AFTER WORK



40



MEETINGS



What body language is not appropriate when doing business in the Middle East:

- a) bending your head
- b) direct eye contact with your business partners
- c) shaking hands or passing documents with your left hand

1



MEETINGS



Why do Japanese people close their eyes during meetings?

- a) they are overloaded and tired, therefore, fall asleep
- b) they don't agree and don't want to talk any more
- c) they listen to the speaker intently and, in their opinion, more effectively

2



MEETINGS



In the UK, what may it mean when the British tap their nose during a discussion?

- a) they don't accept your point of view
- b) they want the information to be confidential
- c) they suggest going for a drink

3



MEETINGS



At the business meetings in Saudi Arabia be prepared that:

- a) meetings are run strictly according to rules and schedules
- b) there are no schedules and timekeeping
- c) your business partners will eat a lot

4



MEETINGS



In the USA, when having a discussion, it is good manners to:

- a) get right to the point
- b) beat around the bush
- c) ask a lot of questions

5



MEETINGS



In the Philippines, it is customary that a business card is given first by:

- a) the host
- b) the visitor
- c) it doesn't matter

6



MEETINGS



What is usually listed on business cards in Germany?

- a) family address
- b) qualifications
- c) experience

7



MEETINGS



In France, you should send an invitation for a business meeting at least:

- a) two days before
- b) two weeks before
- c) two months before

8



MEETINGS



When negotiating in Russia, you should keep in mind that Russians like:

- a) to get win-win solutions
- b) to bargain for a long time
- c) to offer tough conditions even at the final point

9



MEETINGS



In Asian countries business cards should be treated with respect, so never:

- a) write on someone's business card
- b) give your card with both hands
- c) place your card in front of you on the table

10



MEETINGS



You should accept cards in Japan with your...

- a) right hand
- b) left hand
- c) both hands

11



MEETINGS



What type of communication should you take into account when doing business in Asia:

- a) only verbal communication
- b) non-verbal and verbal communication
- c) non-verbal communication

12



MEETINGS



Asian people are afraid of losing face, which means:

- a) any kind of disrespect, verbal or non-verbal
- b) not presenting their photo before the meeting
- c) offering higher price for products than they expected

13



MEETINGS



It is advised to be prepared for lengthy negotiations in Italy, because:

- a) they tend to consult every detail with their colleagues
- b) they have breaks for meals
- c) they love talking about their private life

14



MEETINGS



First impressions matter a lot at business meetings in France, so:

- a) compliment French business partners' appearance
- b) come on time well dressed
- c) smile a lot and tell jokes

15



MEETINGS



When you arrange a business meeting in Spain, remember to come on time, however, keep in mind that your counterparts:

- a) may forget about the meeting
- b) may postpone the meeting
- c) may turn up late

16



MEETINGS



When discussing the price of the product with the Arab business partner:

- a) negotiate as soon as you reach the expected price
- b) accept the price as it won't change
- c) say your final price and leave the room

17



MEETINGS



In this country personal space is important. You should keep a distance of about two or three feet between you and a person you are talking to.

- a) France
- b) the USA
- c) China

18



MEETINGS



What Chinese people do every day when they greet you and, on the same day, when they say goodbye?

- a) bow to you
- b) wave to you
- c) shake hands with you

19



MEETINGS



Direct and indirect styles of communication may cause some confusing situations. Which of these nationalities present completely opposite styles?

- a) American and Chinese
- b) American and Brazilian
- c) Brazilian and Chinese

20



MEETINGS



In these countries team goals are more valued than individual targets.

- a) European countries
- b) Asian countries
- c) Arab countries

21



MEETINGS



In this part of the globe it is rude to start talking about business without first asking about how you are or how your family is:

- a) West Europe
- b) East Africa
- c) East Europe

22



MEETINGS



Don't be surprised when your business partner invites you for a meeting in a pub for a drink or coffee in:

- a) the USA
- b) Russia
- c) the UK

23



MEETINGS



Religious duties matter and decide about the schedule of the day:

- a) in Arab countries
- b) in African countries
- c) in Asian countries

24



MEETINGS



Saying directly “No” is not polite and considered rude in these countries:

- a) France and England
- b) the USA and Canada
- c) China and Japan

25



MEETINGS



In Turkey people tend to greet each other with two-handed handshake, but it is inappropriate to ask your business partners about their:

- a) education
- b) position
- c) family

26



MEETINGS



People in this country tend to be reserved and seem not to look interested when they meet you for the first time. It may happen in:

- a) Finland
- b) Greece
- c) the USA

27



MEETINGS



Moving your head from side to side indicates “Yes” and nodding your head means “No” in:

- a) Croatia
- b) Hungary
- c) Bulgaria

28



MEETINGS



Time keeping has been an important issue in many countries, but prepare to wait for your business partner in:

- a) the Middle East
- b) Russia
- c) Germany

29



MEETINGS



They are masters of planning and any changes in the meeting schedule is unwelcome:

- a) the Polish
- b) the Spanish
- c) the German

30



MEETINGS



Don't feel uncomfortable when there is silence during a business meeting in:

- a) Spain
- b) Sweden
- c) Denmark

31



MEETINGS



Building close relations with your business partner is crucial and may increase chances for a successful negotiations in:

- a) Brazil
- b) France
- c) Germany

32



MEETINGS



Breakfast or lunch business meetings are common and may be long engagements in:

- a) Canada
- b) France
- c) Mexico

33



MEETINGS



In most countries personal space during important meetings matter, but it is not an issue in:

- a) the UK
- b) Germany
- c) Mexico

34



MEETINGS



"Manners maketh man". This saying originated and still matters in:

- a) France
- b) the UK
- c) Germany

35



MEETINGS



36



MEETINGS



37



MEETINGS



38



MEETINGS



39



MEETINGS



40



OTHERS



If you want your presentation to be the most effective when giving it to Arab business partners, make it:

- a) visual
- b) statistical
- c) textual

1



OTHERS



Try to avoid using it at the presentation as it is rather culture-bound and might not be clear for every nationality:

- a) politics
- b) statistics
- c) jokes

2



OTHERS



Asian audiences which nod their heads during your presentation:

- a) agree with you
- b) understand you but not necessarily they agree
- c) don't agree

3



OTHERS



Don't get nervous when the audience does not react and stays distanced. It is a part of their culture:

- a) the Italians
- b) the Americans
- c) the Finnish

4



OTHERS



It is normal for the audience to talk to each other during the presentation in:

- a) Russia
- b) France
- c) Sweden

5



OTHERS



You may not get your message across if you use... during your presentation:

- a) slang
- b) idioms
- c) both of the above

6



OTHERS



In most countries clapping is a common reaction at the end of a talk. However, knocking on the table may be normal in:

- a) Poland and the Czech Republic
- b) Austria and Germany
- c) Lithuania and Latvia

7



OTHERS



Which of the following tips would you give to someone embarking on international business:

- a) try to be cultural, but work and act the way you are used to, be natural
- b) try to learn a new culture during your first visit through your experience
- c) try to find out about business norms and etiquette- it will help you avoid misunderstandings

8



OTHERS



When you are abroad doing business, what is the most advisable way to spend the evenings?

- a) analyse your day, make notes and prepare for the next day
- b) socialise with colleagues and take part in local events learning a new culture
- c) spend your free time on your own or with the people you trust

9



OTHERS



Thumbs up is a common hand gesture meaning approval or agreement. However, it is a major insult in:

- a) some Asian and Arab countries
- b) southern European countries
- c) northern European countries

10



OTHERS



Curling the index finger over the thumb and extending the other two fingers above is a positive hand gesture meaning "OK" in most English speaking countries. Watch out, as it is extremely rude and insulting in:

- a) France and Australia
- b) Latin America and Brazil
- c) all of the above

11



OTHERS



If you do business in South Korea and you bring a gift to a business associate, but they refuse, remember to:

- a) insist until the gift is accepted
- b) give the gift to another colleague
- c) leave the gift in the office

12



OTHERS



When you leave a meeting in Morocco, please remember:

- a) to say goodbye to all
- b) to say goodbye to seniors
- c) to say goodbye to each person individually

13



OTHERS



When exchanging emails with your Chinese business partners, do not be surprised when you see:

- a) emoticons
- b) jokes at the end of an email
- c) private information

14



OTHERS



You may get an email with some unrelated information at the beginning from a:

- a) Swedish business partner
- b) Korean business partner
- c) German business partner

15



OTHERS



When asking your Japanese colleague for a favour, you should:

- a) acknowledge the effort and be apologetic
- b) get straight to the point
- c) not define the request in the first email

16



OTHERS



When you have received an email from an Italian business partner, do not be surprised if he/she calls you:

- a) "Dottore" or "Dottoressa"
- b) Your Majesty
- c) My Dearest

17



OTHERS



When emailing associates in the Philippines, remember to use only:

- a) Past Tenses
- b) Passive Voice
- c) Future Tenses

18



OTHERS



Be patient while waiting for the email from a Brazilian business partner. It may take up to:

- a) a week
- b) a month
- c) two weeks

19



OTHERS



If you want your apology to be accepted, be sincere and apologise several times and promise to change your behaviour:

- a) in Poland
- b) in Greece
- c) in Canada

20



OTHERS



This nation takes apologies very seriously and you can never apologise enough:

- a) the British
- b) the Polish
- c) the Italian

21



OTHERS



In Brazil, when you do something wrong, the best way to apologise is to give:

- a) flowers
- b) a bottle of wine
- c) a present

22



OTHERS



Communication between levels in hierarchy is very limited in these countries:

- a) France and Belgium
- b) Hungary and Bulgaria
- c) Morocco and India

23



OTHERS



In these countries employees usually take part in the decision making process. Autonomy and independence are highly valued in:

- a) the USA and the UK
- b) Italy and Greece
- c) China and Japan

24



Managers in this country pay attention to employees' well-being and space:

- a) the Netherlands
- b) Russia
- c) Japan

25



Verbal agreements in this country are as binding as written ones:

- a) the USA
- b) Canada
- c) the Netherlands

26



Belgian business professionals greet each other with:

- a) three cheek kisses
- b) three air kisses
- c) two air kisses

27



When doing business in Nigeria, it is very common and not considered crime to:

- a) exceed the speed limit
- b) pay bribes
- c) work in the black economy

28



In this country, when you have made a mistake your boss will not tell you directly what mistake you have made, but will rather say he/she appreciates your contribution to the company:

- a) Japan
- b) the UK
- c) the USA

29



In the United Kingdom, you should not attempt to visit a business partner:

- a) unannounced
- b) for the second time
- c) without a present

30



In Italy, it is not appropriate to appear for the business meeting:

- a) late
- b) dressed in a short-sleeved shirt
- c) both of the above

31



When you are invited for a business meal in France, don't refuse:

- a) a glass of wine
- b) a meat meal
- c) a piece of cheese

32



OTHERS



Japanese business partners offer alcohol to their business partners during after-work meals, they want to know your thoughts and feelings. All unusual behaviour under the influence is:

- a) criticized the next day
- b) forgotten the next day
- c) discussed the next day

33



OTHERS



Brazilian women in business try to avoid wearing:

- a) clothes that resemble a male outfit
- b) mini skirts
- c) clothes that resemble a female outfit

34



OTHERS



When you want to apologise in Argentina, the best way to do so is by:

- a) sending an email
- b) inviting your business friend for a one-to-one work lunch
- c) sending a paper letter

35



OTHERS



36



OTHERS



37



OTHERS



38



OTHERS



39



OTHERS



40



AFTER WORK

- 1.b
- 2.a
- 3.b
- 4.a
- 5.b
- 6.c
- 7.c
- 8.a
- 9.a
- 10.b
- 11.a
- 12.c
- 13.b
- 14.a
- 15.a
- 16.c
- 17.a
- 18.a
- 19.c
- 20.a
- 21.a
- 22.b
- 23.c
- 24.b
- 25.b
- 26.c
- 27.c
- 28.a
- 29.a
- 30.c
- 31.b
- 32.b
- 33.a
- 34.c
- 35.b

OTHERS

- 1.a
- 2.c
- 3.b.
- 4.c
- 5.a
- 6.c
- 7.b
- 8.c
- 9.b
- 10.a
- 11.c
- 12.a
- 13.c
- 14.a
- 15.a
- 16.a
- 17.a
- 18.b
- 19.c
- 20.c
- 21.a
- 22.c
- 23.c
- 24.a
- 25.a
- 26.c
- 27.b
- 28.b
- 29.a
- 30.a
- 31.c
- 32.a
- 33.b
- 34.a
- 35.b

MEETINGS

- 1.b
- 2.c
- 3.b
- 4.b
- 5.a
- 6.b
- 7.b
- 8.b
- 9.c
- 10.a
- 11.c
- 12.b
- 13.a
- 14.a
- 15.b
- 16.c
- 17.a
- 18.b
- 19.c
- 20.a
- 21.b
- 22.b
- 23.c
- 24.a
- 25.c
- 26.c
- 27.a
- 28.c
- 29.a
- 30.c
- 31.b
- 32.a
- 33.c
- 34.c
- 35.b