

Unit 10

Unit 10 Extension

Student A

- 1** You and your partner are going to discuss ways of communicating and social expectations in two different countries. Look at this fact file and compare with your partner's fact file. Consider the similarities and differences. Talk about the following areas:
- communication
 - social meetings and greetings
 - business meetings and greetings
 - gift giving

UK Culture and etiquette

Communication: British people are friendly but tend to be more indirect rather than overly direct or demonstrative. They often don't display their emotions publicly, and are quite reserved and private. Being polite is very important; British people frequently say 'please', 'thank you' and 'sorry'.

Social meetings and greetings: Social greetings are informal but reserved. People commonly shake hands and say 'How do you do?' or just say 'Hello'.

Business meetings and greetings: Business people greet each other with a handshake and briefly maintain eye contact. In formal situations, you should use titles (e.g. Mr, Mrs, Ms or Miss) and surnames, but you should wait to be invited to use someone's first name. Business cards are usually exchanged, but without any particular ritual.

Gift giving: British people give gifts for birthdays and major holidays, such as Christmas. If you are invited to someone's house for a meal, it is considered polite to bring a small gift, such as a box of chocolates, flowers or a bottle of wine.

Note: these are general guidelines only and may vary depending on the situation. Please take into account any particular circumstances when dealing with different cultures.

- 2** With your partner, discuss how people communicate and social expectations in your own country. How do these differ from the information given in the fact files in Exercise 1? You could also consider the following areas:
- time and punctuality
 - gestures
 - dress (social and business)
 - negotiating
 - socialising
- 3** Do you have any experience of dealing with people from other countries and how people communicate in different situations in those cultures? Discuss with your partner.

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Student B

- 1** You and your partner are going to discuss ways of communicating and social expectations in two different countries. Look at this fact file and compare with your partner's fact file. Consider the similarities and differences. Talk about the following areas:
- communication
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 - business meetings and greetings
 - gift giving

USA Culture and etiquette

Communication: Americans are known for their friendliness and informality. They are polite, but can be direct and often speak clearly and in a straightforward manner. Some visitors may find this style of communication too direct, but no rudeness is intended.

Social meetings and greetings: Greetings are informal, for example a handshake, a smile and 'Hello' or 'Hi, how are you?' Most Americans often use first names when introducing one another. Social events are also very casual, for example family-style meals at home with friends.

Business meetings and greetings: Business people greet each other with a handshake and maintain eye contact. In formal situations, you should initially use titles and surnames, but people quickly feel comfortable using first names. The exchange of business cards is done without any kind of formal ritual.

Gift giving: Americans give gifts for birthdays, anniversaries and major holidays, such as Christmas. If you are invited to someone's house for a meal, it is considered polite to bring a small gift, such as a box of chocolates, flowers or a bottle of wine.

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- 2** With your partner, discuss how people communicate and social expectations in your own country. How do these differ from the information given in the fact files in Exercise 1? You could also consider the following areas:
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- 3** Do you have any experience of dealing with people from other countries and how people communicate in different situations in those cultures? Discuss with your partner.