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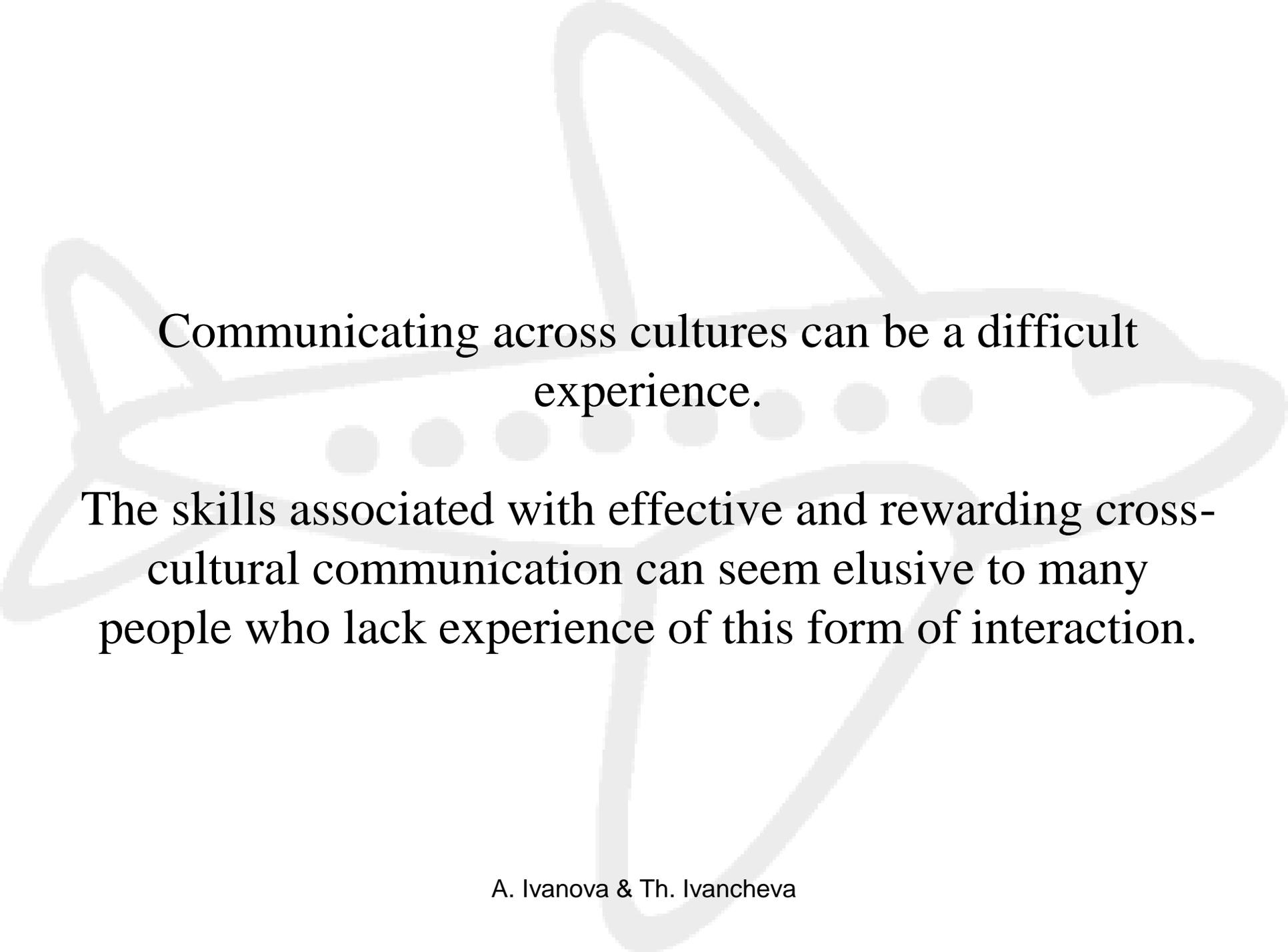
A FLIGHT TO REMEMBER

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Communicating across cultures can be a difficult experience.

The skills associated with effective and rewarding cross-cultural communication can seem elusive to many people who lack experience of this form of interaction.

- You are on your first business trip to Krakosia
- You board the plane and everybody there is speaking Krakosian. You don't understand a word. There is a Krakosian sitting next to you who greets you in fluent English. You have a wonderful opportunity to find out about Krakosia and its culture during this long flight.
- What questions would you ask the friendly passenger next to you?

TASK 1

Write down four questions about general culture in Krakosia, and four about business culture.

General culture	Business culture
1.	1.
2.	2.
3.	3.
4.	4.

TASK 2

Look at the sample questions. Which questions would you ask if you only had time for ten questions in total?

General

1. How do you say 'Hello', 'Please', 'Thank you', 'Sorry', 'Cheers' and 'Goodbye' in Krakosian?
2. How do people greet each other, by shaking hands or kissing?
3. What's good to eat and drink?
4. Are there any religious taboos I should know about?
5. What are the common mistakes that foreigners make in Krakosia?
6. What's the population of Krakosia?
7. What's the most popular sport?
8. What's the geography of the country like?
9. Are there big regional differences inside the country?
10. How have things changed over the last ten years?
11. What do Krakosians think about my country?
12. What is everybody talking about at the moment?

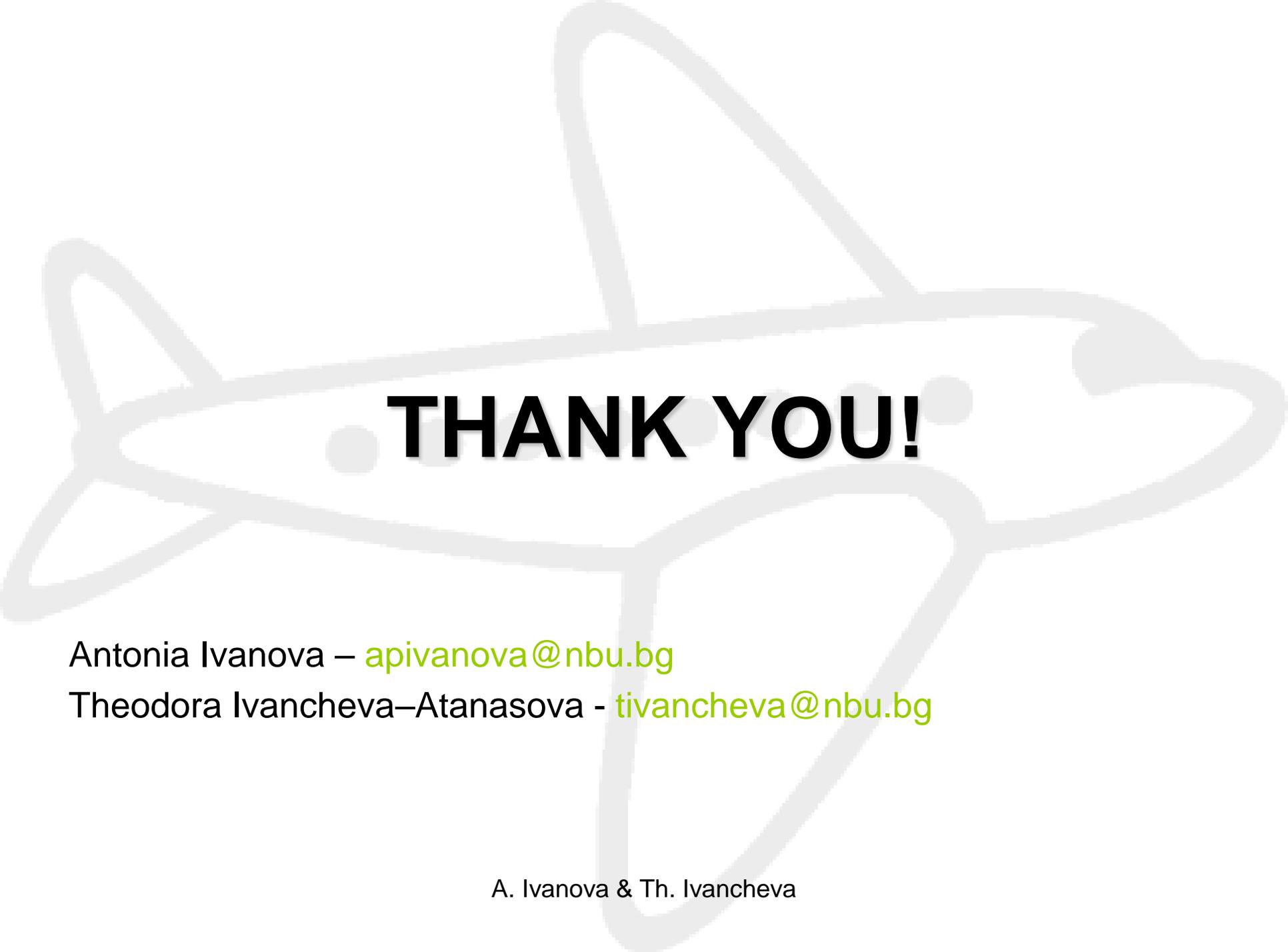
Business

1. How should I address people? When do people use first names?
2. Are personal relationships important in business?
3. How important are punctuality and deadlines?
4. Is decision-making quick and decisive, or slow and cautious?
5. Is documentation important, or is 'my word' good enough?
6. Is it normal to openly disagree with people in meetings?
7. If not, how should I show that I'm not happy with something?
8. Do people continue the business discussion at lunch?
9. Is it expected that you offer a gift at the end of a visit?
10. If so, what is appropriate?

The rationale behind

Businesses of today are frequently faced with various cultures, attitudes, behaviours, motivation, management and leadership styles which have a considerable impact on how business is done both within internal teams and with external partners.

Learners of the language need to be aware of cross-cultural differences in order to perform adequately business tasks and to be able to get their message across to those belonging to the otherness.



THANK YOU!

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