

## Negotiating terms

### Task 1 Activity 5b

#### I. Do's and Don'ts

Strategic preparation and cultural awareness are key words if you want to negotiate with foreign partners. Work with a partner to read the following statements, and decide whether they are Right (R) or Wrong (W):

1. In China, you can sign an agreement very quickly, just after a few visioconferences.
2. In South Korea, remember to ask your partner if he/she is fine.
3. In Arabic countries, if you are a woman, it is not a problem if you look men straight in the eye.
4. In India, you have to hold your business card with your right hand only.
5. In Germany, titles are very important. You should call your partner Dr Schmidt if he holds a PhD.
6. In India or in Brazil, it is not a big deal to be late at a meeting.
7. In Japan, you should hand over a document with your right hand.
8. Germans are usually very punctual.
9. American businesspeople tend to look more relaxed. However, they expect a high level of competences when you do business with them.
10. Asian colleagues will usually not tell if they have not understood what you said or asked. You should find a way to find out whether they understood or not.
11. It is always the man that decides if he will shake hands with a woman
12. Some hand gestures have different meanings depending on the country.
13. In South Korea, if you are a businesswoman, you may drink alcohol with your partners.
14. In some countries, people use their hands a lot when talking. It is considered bad behaviour in Italy.
15. In France, the quality of your handshake is important.
16. In Japan, you can put your partner's business card in your pocket as soon as you have received it.
17. British partners appreciate having clear, organised agendas.
18. In Sweden, if your partners keep approving what you are saying doing your presentation, it means your terms are being accepted.
19. if your Chinese partners keep smiling, it means that your suggestions have been accepted.
20. In Japan, if you offer a present, your host will not open it in front of you.

#### II. Brainstorming

Before you actually start negotiations, how should you start the discussions? Is it a good idea to bring a gift? What subjects can you talk about? What subjects should you avoid? How should you dress? Should you shake hands?

In small groups, work on what you may say to / ask your partners.

Based on your own experience and knowledge, and / or using the Internet to research information, discuss what behaviours are appropriate or not with the following nationalities

- Asian (Chinese, Indian, Japanese)
- South American
- North American
- Russian
- Arabic
- Any others you can think of

### Answer Key:

#### I. **Do's and Don'ts**

1. W : Face-to-face meetings and strong relationships are necessary, before any business is settled. Your Chinese counterpart will usually want to know you personally first.
2. W: You NEVER ask this of a Korean partner.
3. R: When doing business, a man and a woman will usually not look straight into each other's eyes. It is considered as rude and offensive.
4. R
5. R
6. R
7. W: You hold it with both hands.
8. R
9. R
10. R
11. W: The woman decides! If she does not put forward her hand, the man is not supposed to put his forward. When there are two men, or two women, the « oldest » or the most « powerful » is the one to start the process.
12. R
13. W: It is not well perceived.
14. W: Italians use their hands a lot when talking.
15. R: It should be firm.
16. W: You have to read it carefully before starting a conversation (remember to take it with both hands!).
17. R
18. W: Sometimes true, but you may be disappointed!
19. W: Sometimes true, sometimes wrong! Don't take it for granted! : Politeness, smiling, are very important in China.
20. R