



■ Our Open Seminars 2010

International Business Etiquette for Chinese Participants (in Chinese)

20 October, 2010 in Shanghai

This workshop is designed for Chinese human resources personnel, business leaders, senior executives, managers, supervisors, and front-line workers and is strongly recommended for newly recruited staff.

■ Topics

You will practice and learn:

- the concept of business etiquette and the proper etiquette practices for different business scenarios
- the company's etiquette requirements for meetings, telephone, and internet business interaction scenarios through various activities, such as role-play, multimedia, and learning cards
- to deal with challenges when doing business in a multi-cultural environment



■ **SINALINGUA SHANGHAI –
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■ **Program**

9.00 a.m. Mindset & Attitude

- True meaning of business etiquette
- The right attitude – thinking from others' perspective
- The first impression – smile with your eyes

9.30 a.m. Greetings and Introductions

- Using business cards
- Hand shakes and business hugs
- Other useful greeting manners
- Self - introduction
- Addressing individuals
- Remembering names

10.15 a.m. Coffee break

10.30 a.m. Communication

- Telephone manners
- Using cell phones
- E-mail communication manners

12.00 p.m. Lunch

1.00 p.m. Dealing with the Boss

- Reporting to your boss
- Things to pay attention to as a supervisor

1.30 p.m. Sitting, Standing and Walking

- The appropriate way to sit
- The appropriate way to stand
- The appropriate way to walk
- The appropriate way to squat

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- 2.15 p.m. Gestures**
- The meaning of different gestures
 - The appropriate way to put your hand
- 2.30 p.m. Dress Codes**
- Guidelines for women's dress codes
 - Guidelines for men's dress codes
- 3.30 p.m. Coffee break**
- 3.45 p.m. Social Distance**
- Common social distance
 - Several factors affecting social distance
- 4.00 p.m. Table Manners**
- Making reservations, table arrangement, and ordering
 - Business meals and buffet
- 4.45 p.m. Business Manners in Public**
- Shopping mall
 - Hotel
 - Toilet
- 5.00 p.m. Cross -culture Etiquette**
- Culture & Business Etiquette
- 5.15 p.m. End of workshop**