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QUICK GUIDE TO GOING GLOBAL

35 TIPS

FOR
10 COUNTRIES

Respectful and culturally appropriate behavior is important when doing business overseas. But what's customary in one country may be rude in another. Check out our business etiquette guide to ensure you're making all the right moves.

KEY Meetings Body Language Eating Dress Gift-Giving Communication

AUSTRALIA

- Punctuality is critical.
- A single, male passenger should sit in the front seat of a taxi.
- When paying for a round of drinks, do not pick up the tab out of turn.

Tip: It's acceptable to kiss & hold hands.

BRAZIL

- Do not eat with your hands, even if it's a sandwich or pizza. Use a napkin or other utensil.
- Sneezing or clearing your nose at a lunch or dinner table is a huge no-no.
- Standing very close and using physical contact during conversations are common.

CHINA

- Allow Chinese affiliates to leave a meeting first.
- In China, it is customary to present and receive gifts with both hands.
- Never leave chopsticks upright in the rice.
- Shaking hands is normal. It is far less common to greet someone with a hug or kiss.

Tip: It is also inappropriate to touch other people—especially on the head.

INDIA

- Avoid saying "no" during business discussions; it's considered rude. Opt for terms such as "we'll see," "I will try," or "possibly."
- Do not thank your host at the end of a meal; it's considered a form of payment and, therefore, insulting.
- Tip:** Saying "thank you" is considered polite in the United States.

FRANCE

- If you do not speak French, it's appreciated if you apologize for your lack of fluency.
- It is common to leave the office for a lunch that lasts 2 hours or more.
- Men will sometimes greet women with a kiss; however, many women will stick out a hand if they prefer a handshake.

Tip: It can be embarrassing to receive tips from North America and the United Kingdom.

GERMANY

- Humor is not appreciated in a business context.
- In business meetings, allow the oldest person to enter the room first.
- A handshake may be accompanied with a nod. Reciprocating the nod ensures a good impression.

INDIA

- When entering a residence, you are expected to remove your shoes outside.
- Do not thank your host at the end of a meal; it's considered a form of payment and, therefore, insulting.
- Tip:** Saying "thank you" is considered polite in the United States.

JAPAN

- Avoid using the word "no." They will typically respond with "yes" to acknowledge their understanding of what the speaker is saying, even if they clearly disagree.
- The most senior person often leads discussions. Others members of the party may not speak as much, out of respect.
- Always wrap gifts. The value of the gift is of less importance than the thoughtfulness with which it is presented.
- Do not openly display money; use an envelope.
- Never pour a drink for yourself; always allow someone else to pour for you.

Tip: This is similar to Indian culture, where saying "no" is impolite.

NEW ZEALAND

- Always be on time or early for all appointments.
- Keep conversation at a minimum during meals.
- Diners are reserved for social interactions. Only discuss business over lunch.

Tip: It is acceptable to discuss business at any meal in the United States.

UNITED KINGDOM

- Men should not wear shirts with pockets; if they do, the pockets should remain empty.
- The British seldom retain eye contact during conversations.
- Tip:** This differs from the French, who maintain intense eye contact.
- When dining out, toasting those who are older than you is not considered polite.

UNITED STATES

- Business may be conducted over breakfast, lunch, or dinner.
- Many U.S. companies discourage or limit gift-giving, as it may be seen as a bribe. A written note is always appropriate and acceptable.
- Ask permission to smoke before lighting a cigarette or cigar; few buildings allow it.



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In Brazil, it's appropriate to kiss a female taxi.

BRAZIL

- Do not eat with your hands, even if it's a sandwich or pizza. Use a napkin or other utensil.
- Sneezing or clearing your nose at a lunch or dinner table is a huge no-no.
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- In China, it is customary to present and receive gifts with both hands.
- Never leave chopsticks upright in the rice.
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In India, it is also inappropriate to touch other people—especially on the head.



FRANCE

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- It is common to leave the office for a lunch that lasts 2 hours or more.
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This can be confusing because in North America and the United Kingdom.



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- Do not thank your host at the end of a meal; it's considered a form of payment and, therefore, insulting.
- Saying "thank you" is considered polite in the United States.
- Never order beef at a business meal in India.

JAPAN

- Avoid using the word "no." They will typically respond with "yes" to acknowledge their understanding of what the speaker is saying, even if they clearly disagree.
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NEW ZEALAND

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Politeness is an accepted social norm at any meal in the United States.



UNITED KINGDOM

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UNITED STATES

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- Many U.S. companies discourage or limit gift-giving, as it may be seen as a bribe. A written note is always appropriate and acceptable.
- Ask permission to smoke before lighting a cigarette or cigar; few buildings allow it.

In China, don't discuss business at any meal.

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