

Culture-Training



Collins

What do you say after you say
Hello?

Business English Networking

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I know you've heard the phrase before!

Collins



- A famous transactional psychology textbook by Dr Eric Berne.
 - Creator of Transactional analysis
 - Invented the
 - PARENT
 - ADULT
 - CHILD
- way of talking.



What are you like as a networker?

1 It is difficult for me to start a conversation with someone I don't know.	
2 I like meeting new people. I go up to them and say hello.	
3 I prefer to spend time with people I know and like.	
4 I don't talk to people I don't know until someone introduces me.	
5 I interrupt people when they are talking to say what I want.	
6 I often speak too much when I meet people.	
7 I get impatient if I have to listen for too long.	
8 I judge what people say and if I don't like it I interrupt.	
9 I am happy to listen and not to talk.	
10 I listen a lot. I don't interrupt and I pause and consider before I reply.	



Networking matters

- Networking, gift giving and hospitality are about three very important things.
 - recognition
 - identity
 - respect.
-
- ‘People need to be listened to even before they are fed.’ Bill Clinton



How do you

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network in your country?

- Discuss with your 'buzz' group how people network in your country.
- What ways of networking create a good impression?
- What ways of networking create a bad impression?
- List the acceptable and unacceptable ways of networking.
- Discuss: how do the British/Americans network?



The Key to Networking!

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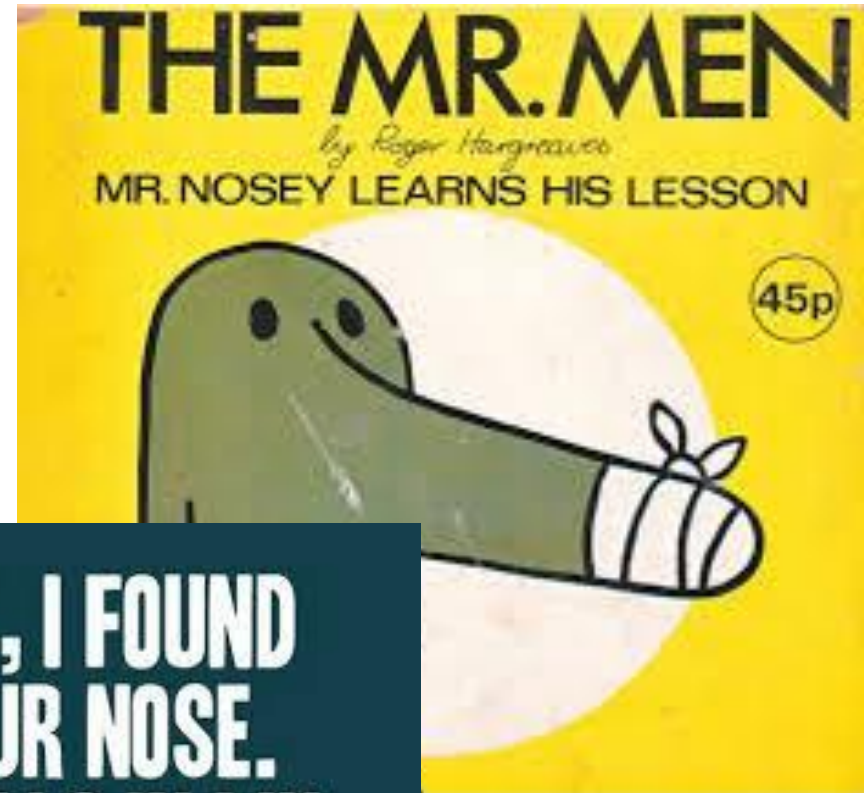
- ‘Don’t be INTERESTING.
Be INTERESTED.’



The problem is...

How do you show interest without being

- Nosy?
- Intrusive?
- Insensitive?
- Too personal?



**HEY, I FOUND
YOUR NOSE.
IT WAS IN MY
BUSINESS AGAIN.**



Experience

The four types

- NATIONAL EXPERIENCE Where are you from?
- REGIONAL EXPERIENCE What part are you from? What's special about it?
- PROFESSIONAL EXPERIENCE What did you do before your present job? How was it different?
- PERSONAL EXPERIENCE Have you been abroad much? Where to? What was it like?
-



Get to know Jo.

- Choose someone from a different nationality.
- Find out as much as you can about them in five minutes.
- Use these questions as a basis for expanding the discussion.



Icebreakers and icemakers

- Form into 'buzz' groups. Make sure you have different nationalities.
- Ask each other these questions.
- 1 What subjects are good to talk about if I meet someone from your country?
- 2 What subjects should I avoid if I meet someone from your country?
- Think about: -
- Linguistic, economic, religious, historical, political and scandalous topics.



The four types of listener

How do you recognize these types of listener?

- a non-listener
- a marginal listener
- a judgemental listener
- an active listener

Then ask each other: What type of listener are you?



Active listening

- In pairs. Decide. Who is the talker and who is the listener?
- The talker talks for 90 seconds on any subject.
- The listener just listens (no talking).
- Ask the talker. How did it feel/What was the listener like?
- Ask the listeners. How did they feel? What feeling did they get from the experience?



F.A.C.E

- Explain F.A.C.E.
- F = Focus.
- A = Acknowledge.
- C = Clarify.
- E = Empathise.
- Teach expressions to accompany each word.
- In pairs. Decide. Who is the talker and who is the listener?
- The talker talks for 90 seconds on any subject.
- The listener uses F.A.C.E.
- Ask the group. How was the experience different from activity 5.





Gift giving

- In groups, discuss these questions:
- 1 When would you give gifts to a person not a close friend or family member?
- 2 What gifts are acceptable?
- 3 What gifts are unacceptable?
- 4 Is there an appropriate value for gifts?
- 5 Is wrapping important? If so what colours are appropriate? Are any colours inappropriate?
- 6 Do you open the gift when you receive it? Why or why not?
- 7 Are there any special gifts for special occasions?
- e.g. a) Martinitze b) Hongbao (Find out what these are).
- What have you learned from the activity? Name one thing you will say, do and think differently when next abroad.



Hospitality

In groups ask these questions.

- 1 Do you normally entertain at home or out?
- 2 What typical food and drink would you introduce a foreign visitor to?
- 3 Name two points of etiquette foreigners should observe if they accept hospitality in your country.
- Elicit feedback and list key hospitality and etiquette points.



Conclusion

- * Networking is about showing interest in others.
- It's about building a good relationship but without doing business.
- However, in much of the world business happens because you build a good relationship.

‘Build the relationship and business follows as day follows night.’ (Johnny Kim)



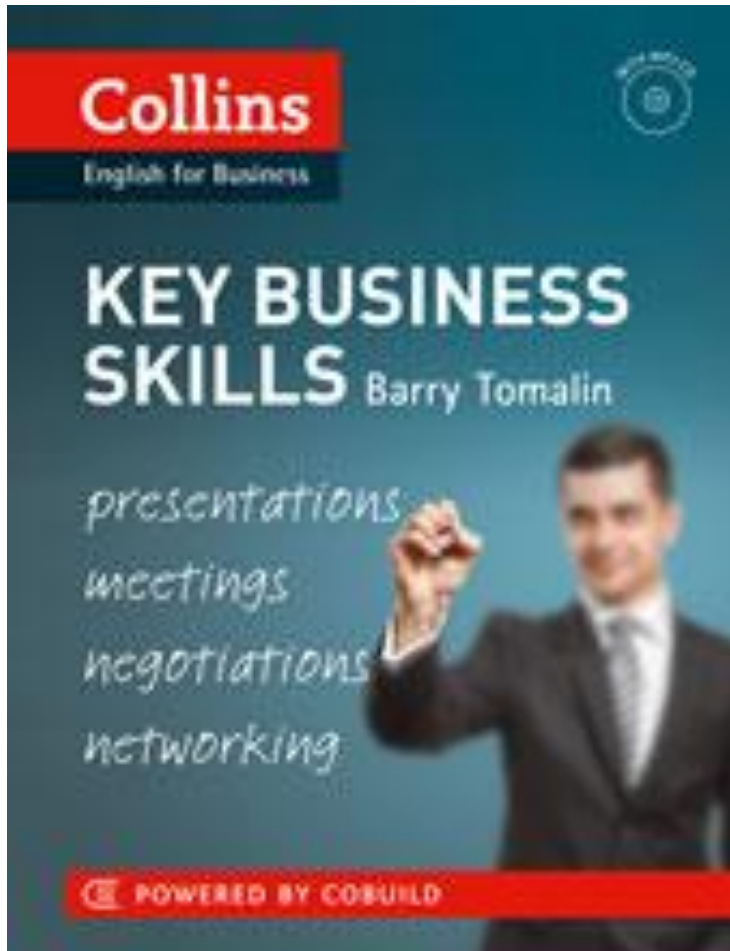
And one more thing!



- Don't say:
'Mr President, are you...?'
- Try:
'Mr President, tell me about
- And the magic word: -
*'Really!
Tell me more.'*



Thanks



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