

# **Business Etiquette and Professionalism**

## **Lesson 5 - Multicultural Etiquette**

# **WORKBOOK**

## Lesson 05 - Multicultural Etiquette Overview

- Dealing with Diversity
- Cultural Norms
- Awareness of Personal Bias
- Communication Guidelines
- Key Guidelines

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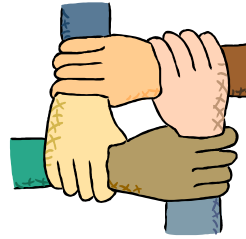
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## Five Steps to Dealing with Diversity

- Respect differences
- Be assertive
- Learn how others wish to be treated
- Watch terminology
- Be a force for change



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## Cultural Norms

- Gender differences
- Understanding variations in names
- Appropriate exchange of business cards



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## Cultural Norms

- Proper gestures
- Physical contact
- Eye contact and smiling
- Personal space



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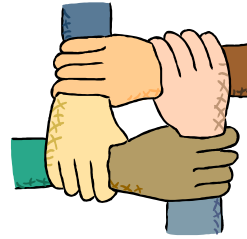
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## Awareness of Personal Bias

- Recognize and respect others' individuality
- Talk about differences and ask tactful questions.
- Recognize your own biases
- Eliminate stereotypes
- Experience other cultures



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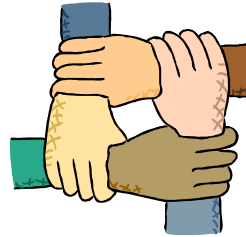
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## Communication Guidelines

- Think before you speak
- Talk about differences and ask tactful questions
- Listen more
- Confirm understanding of meaning
- Be careful with humor
- Lighten up!



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## Key Guidelines

- Be flexible
- Be adaptable
- Be respectful
- Be courteous
- Be patient
- Be observant
- Be diplomatic
- Be interested



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## Lesson 05 - Multicultural Etiquette Review

- Dealing with Diversity
- Cultural Norms
- Awareness of Personal Bias
- Communication Guidelines
- Key Guidelines

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# Questions and Answers

## Review Questions:

1. Which is not one of the steps to dealing with diversity?
  - A. Be assertive
  - B. Point out differences
  - C. Learn how others wish to be treated
  - D. Watch terminology
2. True or False: When practicing multicultural diversity, it is beneficial to understand variations in names.
  - A. True
  - B. False
3. Which is a norm that varies from culture to culture?
  - A. Meeting space
  - B. Hair color
  - C. Personal space
  - D. Clothing
4. True or False: You can ask any question to someone about their culture as long as you smile.
  - A. True
  - B. False
5. Which of the following is not a key guideline for multicultural etiquette?
  - A. Be observant
  - B. Be persistent
  - C. Be respectful
  - D. Be flexible

## Answer Key:

1. B

The five steps to dealing with diversity are: Respect diversity; be assertive; learn how others wish to be treated; watch terminology; and be an agent for change.

2. A

True. Various cultures put first and last names in different places and understanding this can help you learn to deal with multicultural diversity.

3. C

A culture norm that you may encounter in the workplace is personal space or the amount of space that individuals prefer to have between them.

4. B

False. If you are going to talk to someone about the cultural differences between you, it is important for you to think before you speak, ask tactful questions, and confirm understanding. Listening more than talking and being careful to not offend the other person is critical.

5. B

The key guidelines for multicultural etiquette are to be: flexible, adaptable, respectful, courteous, patient, observant, diplomatic, and interested.