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Business Etiquette in the U.K.

“Business etiquette: scambio informativo sugli usi & costumi del Regno Unito”

Giovedì 11 maggio alle ore 16.30 presso l'Hotel Parco Paradiso.

In collaboration with



Important British Manners

- Shake hands, make it firm, smile and make eye contact
- Open doors and let people pass before you (also on the Tube)
- Wait in queues, do not skip
- Cover your mouth when you cough or sneeze (Bless you!)
- Always say “Please”, “Thank You” and expect “Sorry”
- No chewing gum
- Expect to talk about the weather a lot



Appearance

Men

- Dark suits (grey, black, blue)
- No pockets on shirts
- Shoes have laces
- Avoid striped ties

Women

- Conservative colours
- Not too much make up or jewellery
- Shoes, not flip flops or sandals, cover your toes



Culture & Personality Traits

- Stoic personalities

'stəʊɪk/

noun

1.

a person who can endure pain or hardship without showing their feelings or complaining.



Behaviour

- Indirect mannerisms and strong sense of individualism
- Not always easy to understand ambiguous answers
- Don't expect too much emotion
- Punctuality is very important (5-10-15 minute rule)
- Fact based decision making
- Very private, be careful not to ask too many personal questions
- Buy a round of drinks



Behaviour

- Alcohol and meals – Upon arrival, during dinner
- Buy a round of drinks
- If you take the wine list you may be expected pay for the wine
- Bring a gift for your dinner host, flowers, wine, chocolates



Communication

- Avoid talking about sex, health, politics, religion or money
- Don't talk about how much you earn or how much things cost
- Always say sorry, even when it's not your fault
- Allow women to initiate handshakes
- Women who intend to pay for meals should say so in advance



Communication

- Business cards are not compulsory
- Hand your card at the beginning or at the end of the meeting
- Personal space – signs you are invading their space
- Online Communication & new technology
- LinkedIn presence (+ English)
- Website copy (+ English)
- Email etiquette



Humour & Stereotypes

- Stupid people are funny in Britain (Mr.Bean)
- Talking about other stupid people is funny in the Netherlands
- To Germans, humour is serious business
- Italians eat a lot of pasta and like beautiful young ladies
- The French only speak French wherever they go
- The Swiss are precision fanatics and quite boring socially



Humour & Stereotypes

- Avoid preconceptions
- Pause for thought before you react
- Be yourself and mind your manners 😊

Thank you for your attention



Survival Checklist

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