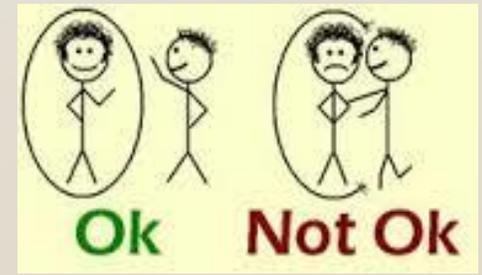


Requisites for International Assignments -

Courtesies, Protocol and other related issues

Personal Body Space



Boundaries are the limits you place on the behavior of others around you. We all have different needs for personal space – psychological ‘walls’ beyond which we do not allow others. Be aware of peoples’ boundaries and respect them –

- As a general rule, an arm’s length away from the person you are greeting or talking to is considered appropriate.
- Even if you know the person well, avoid standing too close. You should be able to turn 360°, and not have physical contact with your colleagues.
- When you are queuing in the canteen or perhaps waiting in the foyer, the same rules apply.

Conversations



- Conversational taboos: Tasteless jokes, politics, religion, finances, family tragedy, health, life's disappointments
- Safe topics: Sports, Cultural events, food and local attractions, books, movies, vacation ideas...
- Avoid asking personal questions and do not feel obliged to answer personal questions
- Don't converse in front of others in a language they don't understand
- **Turn away** from people, food and the phone when you cough or sneeze

Introductions



- When meeting someone for the first time, expect three things: eye contact, a smile and a handshake
- Always shake hands with your right hand.
- A handshake should be brief, and accompanied by a smile.
- Some people may not offer their hands due to religious beliefs, a smile and nod is enough.
- How the person introduces themselves to you the first time you meet them is how you should address them i.e. if they are formal, you remain formal, if they are more informal introducing themselves by their first name then you need to mirror that
- No matter the seniority, status or gender, a person seated should always stand up when being introduced

Meetings & Interviews

- **Give adequate time when seeking meetings or interviews**
- **Try to find out what the meeting is all about & create an agenda before every meeting**
- **Never attend meetings without a notepad and pen**
- **Always keep your cell phone on the silent or vibrator mode**
- **Do not attend phone calls during meetings unless it is an emergency**
- **Never be late for meetings**

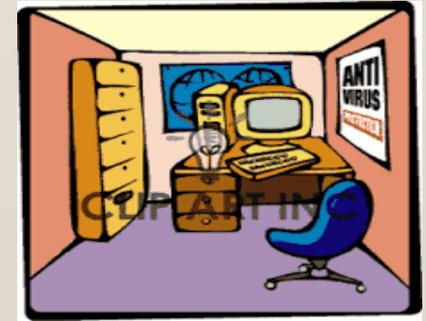


Meetings & Interviews

- **Listen to what others have to say, look at them in the eye & wait for your turn to speak: attention has always been a winner**
- **Once the meeting is over, minutes of the meeting must be prepared and circulated across all departments for them to take necessary action**
- **Do not convert the meeting room into a battle ground. Speak politely and do respect your colleagues**
- **Never attend meetings in casuals**



Office Courtesies



- **Be on time**
- **Don't walk into someone's office unannounced**
- **Put your cell phone in the silent or vibrating mode at the workplace**
- **Take care of your pitch and tone at the workplace**
- **Don't interrupt; don't eavesdrop**
- **Acknowledge others**
- **Make sure you turn off the monitor while you go out for lunch or tea breaks**
- **When they fix for tea/lunch, remember you have to pay for your part**

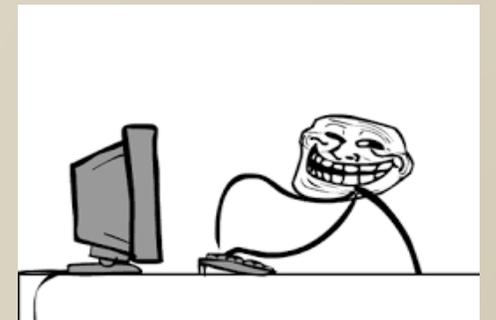
Office Courtesies

- **Don't catch hold of others for office work in corridor**
- **Don't bring your personal work to office**
- **Smoke only at the smoking zones**
- **Avoid losing your temper at work or becoming aggressive - it shows poor emotional intelligence and is not professional**



Email Protocol

- Send when **necessary**
- avoid sending copies or forwarding emails to persons **not directly involved** in the subject matter
- if you must forward an email, **delete the parts** that are irrelevant to the recipient
- think carefully before you decide to click "**reply to all**"



Email Protocol

- do not request a **delivery receipt** or that the email has been read unless such information is vital
- use the Subject field to concisely and accurately **describe the contents**
- **avoid ambiguity** to stop a further exchange of emails seeking clarification
- keep the contents clear and **to the point**
- **Double check before you hit send**



Team Dynamics

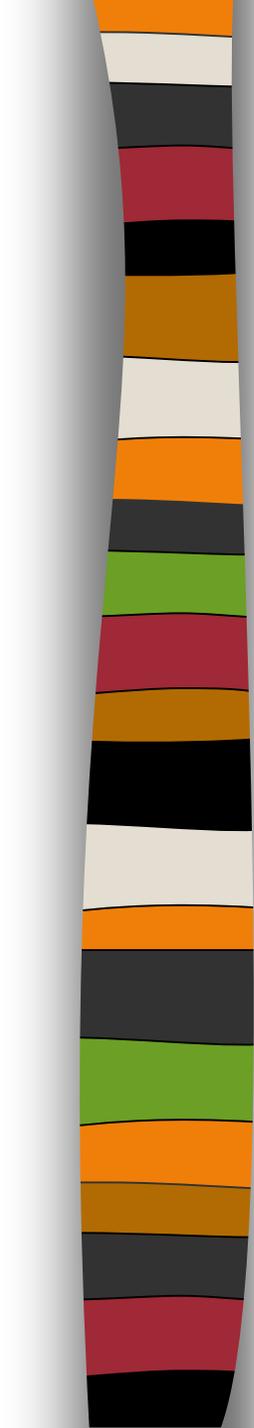


- **Never criticize or make fun of any of your team members**
- **Keep your team leader in the loop while sending emails or any other communication.**
- **It is unethical to share confidential data with external parties and any other individual who is not related to the organization**
- **Do all the ground work before attending meetings to ensure maximum participation from their end**

Team Dynamics

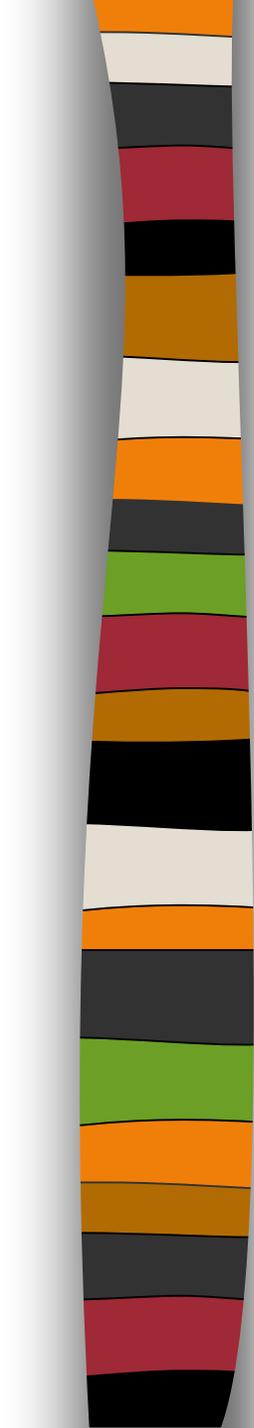
- Follow a professional dress code - Avoid wearing jeans, capris, shorts, T - Shirts or sleeveless dresses to work
- Criticizing or reprimanding someone in front of others is hurtful and shows insensitivity - rather call the person aside and address any issues in private
- Spend money on food & comfort
- Avoid falling ill





Some unspeakables...breaking the stereotype

- odour
- Toilet manners
- Be self respecting
- Please remember, there is work to be done; there is respect only when you are serious, professional about work



Have a great time!