

## International Business

### *Mirror, Mirror – Day 3*

### *LAP mm3 – Cultures, Behaviors, and Business Procedures*



Name \_\_\_\_\_

Period \_\_\_\_\_

Date Started \_\_\_\_\_

Date Completed \_\_\_\_\_

#### **DoDEA Benchmark 3.11**

#### ***Business/Computer Standard(s)***

- Analyze the scope of international business.

#### **Objectives**

- Describe the cultures of the countries with which the United States trades.
- Discuss the importance of understanding and respecting other cultures for successful overseas business relationships.
- Explain why companies prepare their employees to interact successfully with people of other cultures.
- Describe the business practices of global employees, customers and associates.
- Explain the differences in conducting business overseas.
- Explain how to prepare for global visitors to the United States.
- Explain the importance of gift giving in international business relationships.
- Describe some important facts about entertaining global visitors.
- Describe some different dining habits and food preferences throughout the world.
- Describe how the rest of the world sees Americans.
- Explain the dangers of stereotyping.

**Text** - Mirror Mirror Incorporated – An International Office Simulation (MM)

**Resource** - Day 3 – Cultures, Behaviors, and Business Procedures

**Time Frame** - 4 hours (suggested)

Turn in completed activities as directed by instructor.

### Introduction

When you experience a different culture, you will find that there are customs that you like—and some that you don't like; however, to be successful in another culture, you need to understand the customs.

Read the following pages and complete the Questions on Worksheet 3

- \_\_\_\_\_ pp. 53-55 and complete Question 1.
- \_\_\_\_\_ pp. 55-57 and complete Question 2.
- \_\_\_\_\_ pp. 57-59 and complete Question 3
- \_\_\_\_\_ pp. 59-63 and complete Question 4.
- \_\_\_\_\_ pp. 63-65 and complete Question 5
- \_\_\_\_\_ complete Vocabulary (p. 67)

### *Self Assessment – “I/I can...”*

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WORKSHEET 3

- 1) p. 54 Think and Write  
Obviously people who rise to the executive level are intelligent, knowledgeable about the business, and skilled in management. List at least three other characteristics are needed for success in doing business abroad.
- 2) p. 57 Think and Write  
Do you think women in the United States are more likely to be found in management and leadership roles than women in other countries? Why or why not?
- 3) p. 59 Global Training Activity  
Prepare a checklist of at least seven items that you need to do in order to prepare for a group of Japanese visitors.
- 4) p. 63 Global Training Activity  
Your supervisor is meeting with visitors from Bombay and Riyadh and has asked you to set up a luncheon for them. You must contact the caterer and plan the menu. Use Appendix 3-A on pp. 255-56.
- 5) p. 65-66 Think and Write  
List five characteristics that you think describe the “typical American”.

Now compare your list with the information in Appendix 3-B on page 257. Put a + next to the traits that others agree with.

- 6) From the Appendix choose one trait that you disagree with and give your opinion as to (a) why others see us that way and (b) why you agree or disagree with it.
- 6) Describe a situation in which stereotyping someone created a problem.

TASK 3-1

- a) Using Microsoft WORD, prepare a cover sheet for the materials that Ms. Rautio will be using in her seminar two weeks from today. The cover sheet should show the title of the seminar (Knowing Your International Cultures), her name (first and last) as presenter, and the date of the seminar. It should also have an appropriate graphic.
- b) The materials will also contain a page for each of several different cultures. The information that will be used is in Appendix 3-C on pp. 258-60. Choose ONE country and set up a model page; be very careful to proofread and correct the information.

TASK 3-2

Prepare a welcome (The Japanese word for Welcome is *Yookoso*) sign for a team of four Japanese businessmen who are visiting our company next week from Yamaguchi Nissan. The visitors are Mr. Hayato Isobe, Mr. Kimitaka Mitsui, Mr. Sumio Godo and Mr. Wakicki Tanaka; Mr. Tanaka is the senior executive in the company.

TASK 3-3

Ms. Rautio will also make a presentation to a group of employees from our office in Saudi Arabia. Using the format you developed in Task 3-1 (b), prepare an information sheet about Americans and our business customs.

*(Hint: It might be helpful to start with the Saudi customs and note the differences.)*