

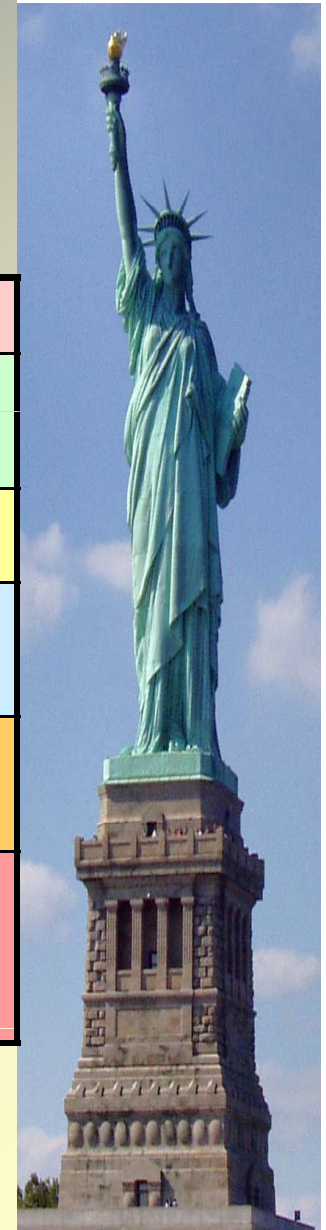


# Understanding American Business



# Concepts of Time

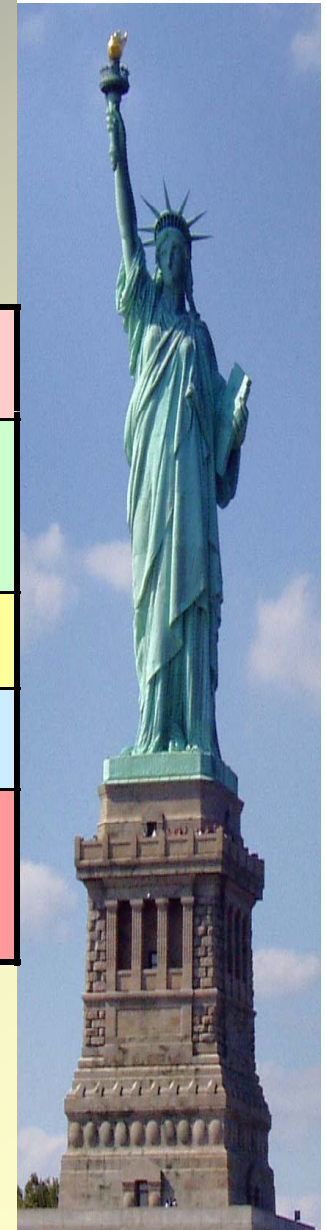
American Culture	Indian Culture
Schedule co-ordinates activity	Interpersonal relations co-ordinate activity
Appointment time is rigid	Appointment time is flexible
Handling One task at a time	Many tasks are handled simultaneously
Interpersonal relations are subordinate to present schedule	Present schedule is subordinate to Interpersonal relations
Breaks and personal time are untouchable regardless of personal ties	Breaks and personal time are subordinate to personal ties



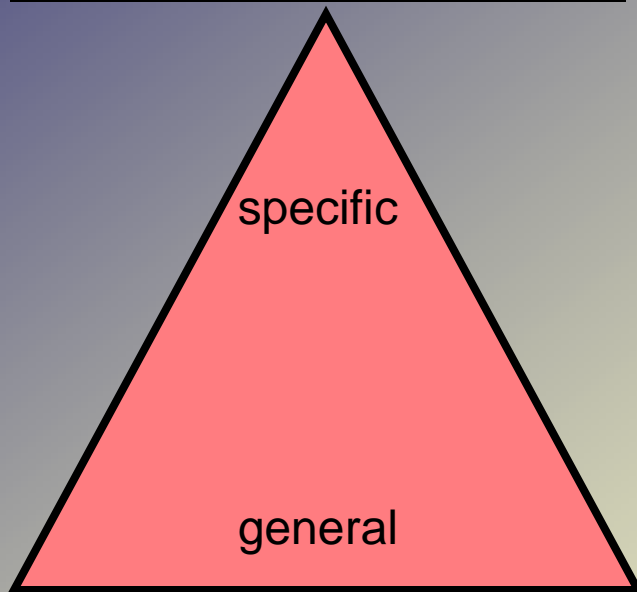


# Concepts of Time

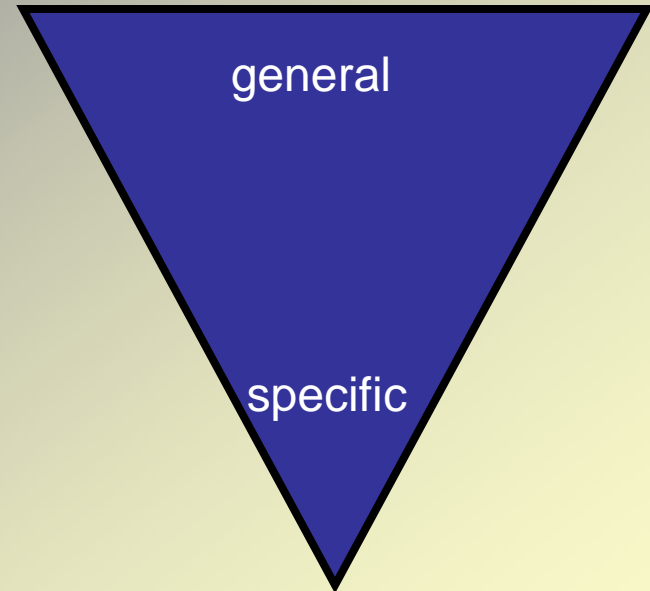
American Culture	Indian Culture
Work time is clearly separable from personal time	Work time is not clearly separable from personal time
Time is inflexible	Time is flexible
Time is linear	Time is circular
The people's needs subordinate to the time	The time is subordinate to the people's needs



Inductive Thinking



Deductive Thinking





# China – Cross Culture Training

MMM Training Solutions

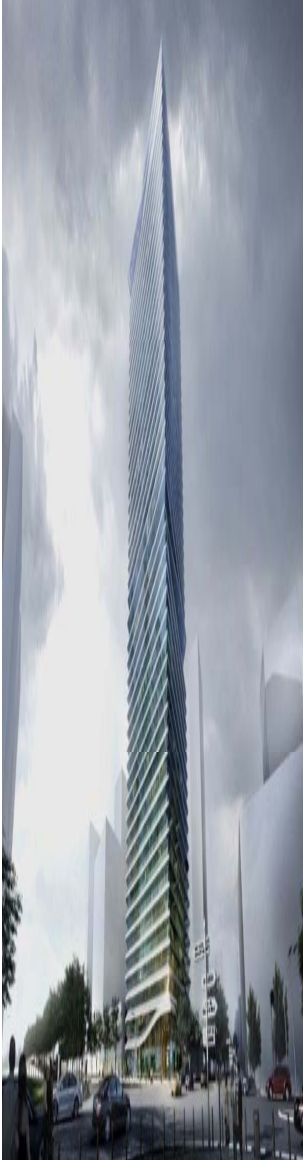
# Important Concepts

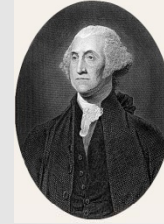
- **Guanxi:**
- This central concept in Chinese culture means 'relationships' or 'connections'.
- Guanxi is a network of elaborate relationships promoting trust and co-operation and for centuries was the main way of accomplishing everyday tasks.
- In the world of business, possessing the right 'Guanxi' is crucial for ensuring the minimization of difficulties and frustrations that are often encountered.



# Business Meetings

- In China, How do you know who is the head of the group before they share business cards?
  - It can be safely assumed that the first person that enters the room is the head of the group.
- Visitors should observe this convention so as not to confuse the Chinese.
- Important guests are usually escorted to their seats.
- If the meeting room has a large central table, the principal guest is likely to be seated directly opposite the principal host.





# Business Card Etiquette





# E-mail Etiquette



# Conference Call Etiquette



# Meeting Etiquette

# Contact Information

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