



*Spring/Summer
Study Abroad
2018*

2018

**SUMMER
STUDY
ABROAD**

**STUDENT
HANDBOOK**

University of Richmond

School of Professional and Continuing Studies

2018

STUDENT HANDBOOK FOR SUMMER ABROAD PROGRAMS

Contents

Orientation	7
Practical Details	7
Cultural Sensitivity.....	7
Expectations	8
Health and Safety	8
Alcohol and Drug Policy.....	8
General information	9
Good standing policy	9
Orientation	9
Travel coordination.....	9
Attendance.....	9
Break it or buy it... ..	9
Visitors	10
Insurance	10
ACE INSURANCE POLICY NUMBER GLMN11230337.....	10
Transportation.....	11
Substance abuse.....	11
Alcohol	11
Drugs	12
Antidepressants or anti-anxiety medications.....	13
Student Health	13
Dietary/Medical Needs	13
Health issues to consider.....	14

Assess your health	14
Hospitalization or emergency care	14
Diet and routine	15
Immunizations	15
Prescriptions	15
HIV/AIDS/Hepatitis B and C	16
Check health advisories	16
Illness upon return	17
Swimming and walking barefoot.....	17
Health and medical resources	17
Safety	18
General safety	18
Student responsibility	21
Parent responsibility (when relevant)	22
Airport safety	22
Transportation safety	23
Residence safety	24
Safety in cities	24
Crime prevention	25
Preparing for the trip	26
Jetlag	26
Culture shock.....	26
Homesickness	29
Travel documents.....	29
Money	31
Financial information.....	31
Withdrawals	31
Travel insurance.....	32
Important contact addresses	33
US-Based Embassies	33
Embassy of Argentina	33
Embassy of Australia.....	33
British Embassy	33
British Consulate-General, New York.....	33
Chinese Embassy.....	33
Embassy of Chile	33
Embassy of Costa Rica.....	33
Embassy of Czech Republic	33
Embassy of France	33
German Embassy	33
Embassy of Ireland	33
Embassy of Italy	33
Embassy of Japan.....	33

U.S. Embassy Morocco.....	33
Embassy of the Kingdom of Morocco.....	33
Embassy of New Zealand.....	34
Embassy of South Africa.....	34
Embassy of South Korea.....	34
Embassy of Spain.....	34
Embassy of Peru.....	34
US Consulates/Embassies Overseas.....	34
Argentina.....	34
Australia and Internship.....	34
London Internship.....	35
France.....	35
Ireland.....	35
Hong Kong.....	35
Germany.....	35
Italy.....	35
Japan.....	35
Morocco.....	35
South Africa.....	36
Embassy of South Korea.....	36
Spain.....	36
Summer Study Abroad 2018 Director Contacts.....	37
Argentina.....	37
Cambridge Program.....	37
Czech Republic.....	37
France.....	37
Germany.....	37
Italy.....	37
Japan.....	37
Morocco.....	37
Spain.....	38
Spain/Athletics.....	38
Internship Programs.....	38
Service Learning Programs.....	38
Agreement and Release Form.....	39
.....	40
Harassment and Discrimination Policy.....	43
Complaint Resolution Procedure.....	44
Country Guides.....	51
Country Guides: http://www.commisceo-global.com/country-guides.....	51
Argentina Guide.....	51

Guide to Language, Culture, Customs and Etiquette	51
Argentinean Society & Culture	51
General Etiquette and Customs	52
Business Etiquette, Customs and Protocol in Argentina.....	52
Culture, Customs and Etiquette.....	53
Languages in Australia	54
Australian Society & Culture	54
Australian Etiquette & Customs	55
Business Etiquette and Customs in Australia	55
Chile Guide	56
Language, Culture, Customs and Etiquette.....	56
Chilean Culture & Society	56
Etiquette and Customs in Chile	57
Business Etiquette and Protocol in Chile	58
China - Language, Culture, Customs and Etiquette	59
Chinese Society & Culture	59
Chinese Etiquette and Customs.....	60
Business Etiquette and Protocol in China	62
Language, Culture, Customs and Etiquette.....	63
Czech Society & Culture	64
Czech Etiquette and Customs.....	64
Business Etiquette and Protocol	65
French Culture, Customs and Etiquette.....	65
French Society & Culture	66
Etiquette & Customs in France.....	67
Business Etiquette and Protocol in France	67
German Language, Culture and Etiquette	69
German Society & Culture	69
German Etiquette & Customs	70
Business Etiquette and Protocol in Germany.....	71
A Look at Irish Language, Culture, Customs and Etiquette	72
Irish Society and Culture.....	72
Etiquette and Customs in Ireland.....	73
Business Etiquette and Protocol in Ireland.....	73
Italy Guide.....	75
A Look at Italian Language, Culture, Customs and Etiquette	75
Italian Society & Culture.....	75
Etiquette & Customs in Italy	76
Business Etiquette and Protocol in Italy.....	77
Morocco Guide.....	78

A Look at Moroccan Language, Culture and Doing Business	78
Moroccan Society & Culture	79
Relationships & Communication.....	80
New Zealand Guide	81
A Look at Kiwi Culture, Etiquette and Customs	81
Etiquette and Customs	83
Business Etiquette & Protocol	84
South Africa Guide	85
A Look at South African Language, Culture, Customs and Etiquette	85
South African Society & Culture The Rainbow Nation.....	86
Etiquette & Customs in South Africa	86
Business Etiquette and Protocol	87
South Korea Guide.....	88
A Look at South Korean Language, Culture, Customs and Etiquette.....	88
Korean Society & Culture	89
Etiquette & Customs in South Korea	89
Gift Giving Etiquette	90
Business Etiquette and Protocol	91
Spain Guide	92
A Look at Spanish Language, Culture, Customs and Etiquette.....	92
Spanish Society & Culture	92
Etiquette & Customs in Spain	93
Business Etiquette and Protocol	93
Country Guides: http://www.commisceo-global.com/country-guides	94

This handbook is written for University of Richmond students taking part in summer study abroad programs. It covers the important issues of health and safety abroad, as well as what to do in case of an emergency. The staff of Professional and Continuing Studies and the International Office is prepared to help you.

The University of Richmond Office of International Education and School of Professional and Continuing Education would like to express its appreciation to Rollins College, the Institute for Shipboard Education and Grand Valley State University for sharing their documents for the purpose of creating this manual.

Orientation

All summer abroad courses, field studies and semester off-campus programs must have at least one orientation prior to departure that covers the following points. You can expect to have a further orientation on arrival overseas.

During the student orientation you should expect to cover the following issues. If something is not clear, make sure to ask the Course Director or the Director of Summer Programs.

Make sure you cover:

Practical Details

- Passport/Visa information
- Itinerary, with contact information
- Packing information
- Health and safety, including emergency contact details
- Financial issues
- What is covered in the course?

Cultural Sensitivity

- American cultural traits
- U.S. role in politics as it relates to the areas where you are going
- What are some of the political/economic issues in the country and region?
- What are the communication patterns, social structure, religious beliefs and cultural practices?
- What are the general characteristics of male/female roles?
- What follow-up, independent preparation can the students be doing?
- What books might they read?

Expectations

- Academic expectations
- What do the students want to achieve?
- What can they expect from the instructor?
- How can they contribute to the course?
- What are their concerns?
- How will they get along in a group situation?
- Disciplinary procedures (what might get you sent home at your own expense)

Health and Safety

- What are the safety issues in the area where you will study?
- What are the health issues?
- What are the group's issues concerning safety (women out alone, men accompanying women, etc.)

Alcohol and Drug Policy

- Alcohol and drug policy abroad
- Consequences of alcohol and drug use/abuse
- Disciplinary action and procedures

General information

Good standing policy

Following acceptance into a summer study abroad program, all students are required to maintain good academic and social standing. Students who violate the University of Richmond conduct code after they are accepted may be withdrawn from the program.

Orientation

All programs have a mandatory orientation program. There are a lot of details involved in preparing a course off campus, and the orientation program gives students an opportunity to have all their questions answered. Students who do not attend the orientation may be dropped from the program.

Travel coordination

Traveling requires organization and coordination. Schedules for trips, movement at airports, and other areas concerning travel arrangements will often necessitate certain regimentation. Students are required to cooperate in this regard, realizing that it is imperative to follow the directions of the University of Richmond faculty member or program staff member at such times.

Attendance

It is essential for students to be in attendance in all classes and other scheduled activities while on an off-campus program. The future of our programs depends upon the good will of our overseas coordinators, professors, and staff. The University of Richmond must protect that good will by **requiring** that students be present at every scheduled class and activity. Students may not travel independently at weekends or other times without the written permission of the program director. Under normal circumstances, independent travel during the program will not be approved.

Break it or buy it...

Students who live with a host family as part of a “homestay” are personally responsible for any reasonable damages, breakages or losses that are incurred by the host family and for which student(s) are directly responsible. Examples are beds that are broken, floors that are stained and locks that need replaced due to lost keys.

Visitors

Participants on summer abroad programs are reminded that the resident director must first approve visits by family members or friends. All visitors must make their own arrangements for travel, housing and food. **University of Richmond students cannot offer housing accommodations, meals or allow participation in classes and/or field trips to non-participants.**

Insurance

ACE INSURANCE POLICY NUMBER GLMN11230337

Mandatory Health Insurance

All students on UR programs are automatically enrolled in the ACE health insurance plan for summer study abroad. Payment for this insurance is made by the University of Richmond at no extra cost to the student. Medical expenses not covered by the insurance are the responsibility of the student. The dates of coverage are for the duration of the study abroad program and will be printed on the student's health insurance card. If a student plans to travel extensively prior to or after the study abroad program, additional coverage can be purchased directly from ACE. Students will receive a copy of the health insurance policy with the insurance card from the School of Professional and Continuing Studies prior to departure for study abroad. Information on the policy is also available on the "Health and Safety" section of the Office of International Education website.

Maintain existing coverage

Students should maintain coverage with their U.S. insurance provider to avoid difficulties in re-enrollment upon return to the U.S. (such as with pre-existing condition clauses). This applies even if the U.S. provider does not cover the student while overseas.

English speaking doctors

U.S. embassies and worldwide assistance services usually have this information available. See your ACE insurance policy for phone numbers and details.

Trip cancellation/delay insurance

Please note that trip cancellation and interruption due to non-medical reasons (severe weather, transportation strikes, terrorist incidents) is only partially not covered by the Richmond policy. This type of insurance can be purchased

through a travel agency or travel insurance company like Travel Guard (<http://www.travelguard.com>) or Travelex (<http://www.travelexinsurance.com>).

Transportation

Students **do not** have permission to operate a motorized vehicle while enrolled on a program off-campus. This rule is not subject to the discretion of the University of Richmond faculty member or program staff.

Substance abuse

Alcohol

The consumption of alcoholic beverages is prohibited at all University-sponsored functions that include students. The faculty member accompanying groups of students on summer study abroad programs will discuss the guidelines for responsible use of alcohol with the students in their group prior to departing on the program. The faculty member is responsible for establishing and implementing the **consequences** of not following the policy governing the responsible use of alcohol prior to departure.

Responsible use of alcohol occurs when:

- A student abides by the laws of the country or state in which they are living.
- A student does not miss any scheduled event because of the effects of alcohol consumption
- A student does not become ill due to the effects of alcohol consumption.
- A student does not engage in inappropriate behavior toward other individuals that is the result of alcohol consumption.
- A student does not engage in destructive behavior toward property that is the result of alcohol consumption.
- A student does not engage in behavior that causes embarrassment to the other members of the group, the faculty member(s) or the in-country host(s) as a result of alcohol consumption.

University of Richmond Summer Programs

- Students in a group do not facilitate or encourage **or ignore** a fellow student who is abusing alcohol. Providing alcohol to persons under the legal drinking age is illegal and against the University of Richmond policy.
- Transporting quantities of alcohol to program sites with the intent of sharing the alcohol with members of the group is considered to be an irresponsible use of alcohol and a violation of the substance abuse policy.

Students are encouraged to use good judgment if consuming alcohol at private homes or other accommodations during non-program hours.

Students living in accommodation provided by the University of Richmond will be considered the same as residence halls on the University of Richmond campus. Therefore, they will be under the same alcohol policy. Student groups are encouraged to discuss issues related to alcohol abuse by other members of their group with the program director or faculty member.

If a student becomes incapacitated due to alcohol overuse, or if they are in need of medical attention, students are encouraged to contact the resident director or the faculty member immediately, in order to protect the health and well being of the affected student. The individual needing medical attention will not receive disciplinary sanction in these circumstances, but rather will be referred for assistance to address issues of chemical use/abuse. Students are encouraged to make the responsible choice to notify faculty or emergency personnel quickly.

Alcohol and drug use is the major cause of health problems and death overseas, particularly in study abroad programs. This includes serious injuries, sexual assault, date rape and drowning. Students need to be aware that they are in a different culture with different laws governing drinking and drugs. Alcohol and drug use can affect their ability to comprehend dangerous situations. This can be compounded by language and cultural differences.

If a participant is a recovering alcoholic, they need to be aware of the stress of going overseas. If going on a program with a family stay, the program director must place such students in a non-drinking family. There is an AA World Service located in New York (1-212-870-3400). Members of AA who are going overseas may obtain further information from AA online at www.aa.org.

Drugs

All U.S. legal restrictions on use of drugs apply to all University of Richmond programs.

American visitors abroad are particularly vulnerable when it concerns violations--**intentional or unintentional**--of local rules and regulations concerning alcohol and, in particular, drugs. The process of law and punishment is far more arbitrary than within the United States and more often than not may lead to prolonged imprisonment under substandard conditions. Consequently, it is of utmost importance for the welfare of the individual that extreme caution and prudence be applied when it concerns these matters.

The use, purchase, or sale of illegal drugs (hallucinogens, narcotics, stimulants, or depressants) is a critical issue. Any student who uses, buys, or sells illegal drugs will be expelled from the program and immediately returned to the United States at his/her own expense. **One violation will be cause for removal from the program.** Separation from the program may result in loss of academic credit. The costs of legal advice, fines, and return travel must be borne by the violator. The University of Richmond prohibits the unlawful possession, distribution, or use of illicit drugs and/or controlled substances on any property owned or rented by the University or in any program or activity sponsored by the University in any location.

Anyone violating policy regarding illicit drugs, and/or controlled substances will be subject to disciplinary action and they may face additional actions by the courts.

Antidepressants or anti-anxiety medications

If a student is taking antidepressant or anti-anxiety medications, physicians often recommend that they **stay on them** through the duration of your program, even if it would otherwise be time for them to taper. Please consult with your physician on this matter.

If a student chooses to go off their medications, please be aware that physicians typically advise taking a supply of medication and/or a carefully written prescription, with drug names listed generically, along with a physician's instructions. With these, they are prepared to go back on the medications should that become necessary.

Student Health

Please read this very carefully

Dietary/Medical Needs

Students who have special dietary or medical needs should discuss these with the program director as soon as possible.

Health issues to consider

Many places you will go have no special health concerns. Health-care systems and facilities in many overseas locations are quite similar to what we have in the United States. In other regions, however, there are differences and specifically recommended health procedures. You will need to take appropriate health measures as dictated by your overseas location. International Education will make certain recommendations. However, students and faculty must take full responsibility for educating themselves on health issues. Prior to departure, students should have a complete physical and dental exam.

It is important to talk with your faculty member and receive the most up to date information about medical facilities at the site where you will study. Some programs, especially those traveling to developing countries, require extra immunizations. It is important for all students to update their basic immunizations.

Assess your health

Going abroad is not a magic “geographic cure” for concerns and problems at home. Both physical and emotional health issues will follow you wherever you go. In particular, if you are concerned about the use of alcohol and other controlled drugs, or if you have an emotional health concern, you should address it honestly before making plans to travel. Contrary to many people’s expectations, travel does not minimize these problems; in fact, it often brings them to a crisis stage while you are away from home.

Be clear about your health needs when applying for a program and when making housing arrangements. Describe allergies, disabilities, psychological treatments, dietary requirements and medical needs so that adequate arrangements can be made. Resources and services for people with disabilities vary widely by country and region; if you have a disability or special need, identify it and understand ahead of time exactly what accommodations can and will be made.

Hospitalization or emergency care

It is to your advantage to provide information about current or past medical problems of which the University should be aware. In cases of illness of a group member, the resident director or faculty member will consult with local medical authorities regarding hospitalization and treatment. In emergency situations the resident director or faculty member will authorize required surgery, but in non-emergency situations will only order surgery upon receipt of parental authority.

If, in the judgment of local medical staff, serious illness warrants return to the student’s home, the resident director/faculty member will make the necessary arrangements for such return and advance funds for return travel, if needed.

In the case of medical withdrawal, the student will receive a refund of recoverable room and board charges. The student must submit a physician's statement to the University of Richmond School of Professional and Continuing Studies along with a request for the return of funds.

Diet and routine

Food overseas may be quite different from what you are used to at home. It may be "healthier" in some instance (more vegetables and fruits) or "less healthy" in others (more fried foods than you may usually eat), but most often it will just be different from what you are used to. Eat nutritiously, which may mean trying some foods you are not accustomed to. Make sure to take special dietary needs into account and make arrangements in advance.

Despite the change in your environment, you can still keep some of your daily routines from home. Get enough rest, especially the first few days. Get plenty of exercise to keep your mind and body working. Don't isolate yourself. You will probably have to make the first move in developing friendships, but they are an essential part of any overseas experience and, more importantly, your emotional well being.

Immunizations

All students should have their tetanus immunizations updated. Specific guidelines from the Center for Disease Control can be found at <http://www.cdc.gov>.

TB

Prior to departure, students should have a PPD Mantoux skin test for TB at least one month prior to departure. Students should have another TB test 60 – 90 days after their return to the US.

Prescriptions

It is a good time to update your health records, eyeglass and contact lens prescriptions and prescriptions for any medications you routinely take. Carry your prescription medications in their original containers and carry written prescriptions using generic names to facilitate getting them filled overseas, should this be necessary.

Prescriptions should be accompanied by a letter from your physician. This letter should include a description of the problem, the dosage of prescribed medications to assist medical authorities during an emergency and the generic name of any medicine listed.

If you are allergic to anything, it is important to wear a medical alert bracelet or necklace and carry an identification card to inform overseas health care personnel in the event of an accident or injury.

It is advisable to make up your own medical kit. This could contain such items as: Band-Aids, ace bandages, thermometer, adhesive tape, gauze, sterile cleansers, antibacterial ointment and antiseptic cream, sunscreen, sunburn ointment, aspirin or other painkillers, and anti-diarrhea medicine. Depending on the region, take antihistamines for allergy relief, salt tablets, skin moisturizers and insect repellents.

HIV/AIDS/Hepatitis B and C

Everything you already know about AIDS and Hepatitis concerning how it is contracted is as true overseas as it is at home. Taking the advised precautions is the only way to protect yourself.

The World Health Organization states: "AIDS and Hepatitis are not spread by daily and routine activities such as sitting next to someone or shaking hands, or working with people. Nor is it spread by insects or insect bites. AIDS and Hepatitis are not spread by swimming pools, public transportation, food, cups, glasses, plates, toilets, water, air, touch or hugging, coughing or sneezing."

Many developing nations do not have resources for mandatory blood screening. Thus, it is important to avoid or postpone any blood transfusion unless absolutely necessary. **If you do need blood, try to ensure that screened blood is used.**

If you are sexually active, it is very important to **ALWAYS** use a latex condom. Take them with you, as condition, manufacturing and storage in other countries may be poor.

Many foreign countries reuse syringes, even disposable ones. It is best to avoid injections unless absolutely necessary. If an injection is required, verify that the needles and syringes come directly from the package or are properly sterilized. If the situation arises that you need extensive treatment or surgery, medical evacuation should be carefully considered.

If you are HIV or Hepatitis B/C positive, contact the consulate or the embassy of the country(ies) you plan to visit. Each country may have specific entry requirements, or requirements regarding carrying medicines, that you should know about before leaving.

Check health advisories

It is important to be aware of health issues in the country where you will travel. Remember to ask such questions of your interim instructor or check on

the CDC website at <http://www.cdc.gov/travel/> and the US State Department website at <http://travel.state.gov/travel>

Important questions to ask:

- What illnesses, if any, are specific or endemic to the region?
- What medications should be brought to prevent these illnesses?
- What precautions are recommended for sexual or health practices?
- What kind of insurance do you need and how much coverage?
- What are the customs, beliefs and laws in the host country concerning sexual behavior and the use of alcohol and drugs?
- What is the water quality in the host country/countries?
- What are the laws governing import of medications, medical supplies and contraceptives?

Illness upon return

If you become sick when you return from your study abroad experience, it is important to contact your doctor. Sometimes illnesses first appear weeks after your initial exposure. Also inform medical personnel what countries you have been in. There are many diseases which are indigenous to foreign countries which U.S. trained doctors may not be familiar with.

Swimming and walking barefoot

Swimming carries a high level of risk unless you are in a well-chlorinated pool. **Drowning is one of the major causes of death on study abroad programs.** Those in tropical or developing areas can be at risk of disease from contaminated water, which can cause a variety of skin, eye, ear and intestinal infections. Tides and undertows can be deadly to the uninformed swimmers. Beaches and coastlines, which are marked with the international code for no swimming, should be avoided. Walking barefoot should be avoided in all circumstances.

Health and medical resources

Learn how to find medical assistance, whether routine or emergency, before the need arises. Is there a 911-style emergency number and, if so, what services does it access? Who will provide routine medical care and how can you reach that provider? If you

need any special resources, find out how to get them. Is there a coordinator on-site who can assist you with finding this information?

Safety

Please read this carefully

General safety

Faculty and staff at the University of Richmond have extensive experience in all aspects of operating off-campus programs. Students from the university have studied far and wide across the world on programs lasting from a few days to more than a year.

In planning these programs, the concern for the safety of our students and faculty is given careful attention. We know that there are risks involved in travel. It is therefore important to prepare for both known and unknown circumstances. The goal is to “manage risk” to the greatest extent possible and to communicate this to students in all materials given to them.

It is important to have a comparative perspective of the United States and the world. The United States is known around the world as a comparatively dangerous country. Our street crime statistics back up this view. No developed country has as many guns or gun-related injuries and deaths. U.S. drug and alcohol abuse is among the highest in the world. Although international visitors come in great numbers to visit the United States, many arrive concerned about what they think they will find.

The excitement of travel and the newness of an environment make it easy to become careless or distracted. The following suggestions offer no guarantee of safety and are mostly common sense. The idea is to be aware of where you are and what is going on around you at all times. In preparing for your time abroad, try to talk to students from the places you intend to stay. Their insights will prove very helpful.

Safety begins with packing. Dress conservatively so as not to encourage unwanted attention. Look around to see how others your age are dressed. Also, avoid the appearance of affluence.

Travel light. This enables you to move quickly. You will be less tired and less likely to set your bags down. Never leave your baggage unattended as everything you own is in it. A thief knows this and will take advantage of even a few seconds of your inattention. This holds true no matter where you are--in a hotel, at the train station, in the train or bus, at a restaurant or resting in a park.

Protect your valuable documents. Carry these in a money belt or neck wallet at all times. Wear them under your clothing. Photocopy important documents such as passport, tickets and even credit cards, and keep them in a safe place **apart from the original documents**. If there is good Internet service in the country you are visiting, you can store pictures/scans of important documents for online recovery.

Do not agree to meet a person whom you do not know in a secluded place. Be aware that sometimes people from other cultures tend to mistake the friendliness of Americans for romantic interest.

Do not use illegal drugs. You are subject to the laws of the country in which you are traveling. Hundreds of American travelers end up in foreign jails each year as a result of carrying, using or *being suspected* of using drugs. There is little the American embassy can do on your behalf in these cases and the laws in many countries are more severe than at home. It isn't worth the risk.

Think and act confidently and self-assured. Try to seem purposeful when you move about. Do not look like a victim. Avoid flashy dress, jewelry, luggage, or conspicuous behavior, which would draw attention to you.

Avoid demonstrations, especially in politically volatile countries. Read the local newspaper and learn about potential civil unrest. What appears peaceful can suddenly become a dangerous situation, and you could be caught in the middle.

Use the buddy system while traveling. Use common sense if confronted with a dangerous situation. At times it may be best to attract attention by screaming or running. In some countries it will be important to have a male companion in the group.

Plan where you are going in advance and be aware of your surroundings. This is not paranoia--it's just good common sense. You know what feels comfortable and what doesn't. If your instincts tell you a situation is uncomfortable, trust them and move along. If you become lost, ask directions if possible from individuals in authority.

Use banks and authorized money exchanges. Do not exchange on the black market or on the streets. Learn currency prior to your arrival in a country. This will keep you from being a target as you use money.

Taking photos of police or military installations is usually prohibited - your camera can be confiscated and you may be jailed. Watch for the sign of a camera with a line through it, which means "Don't take pictures".

Stay healthy by eating well and getting sufficient rest. If you become ill, take care of yourself by getting the proper care. Don't be afraid to visit a doctor or hospital because you don't speak the local language. Usually there is someone who speaks English and the insurance company can often provide translation services if required.

The perception is often that life at home is safer than life "over there". U.S. media coverage of the rest of the world focuses on overseas political upheavals, violent strife and natural disasters, rather than on positive political and social developments or on the richness and human warmth of life as it is actually lived. Students who study abroad often comment on how "normal" life seems abroad, in spite of cultural differences. This discovery comes when you can look past the stereotypes and misperceptions and see people and cultures with your own eyes.

It is required that all students accepted on off-campus programs will attend all scheduled orientation sessions. Orientation provides practical information about the cultures and countries in which you will study. It teaches attitudes and skills which will aid in understanding and interacting. Personal safety is increased when a student is sensitive to the difference between acceptable and unacceptable behavior in a different culture, including the areas of traffic and public transportation (trains, buses, cars). **Danger more often lies in personal confrontations or accidents than in international political instability.**

In case of a crisis, re-arrangements of travel plans may be necessary and steps would be taken to act accordingly. Informed on-campus personnel, State Department personnel and course faculty would be included in the decision-making. Professional and Continuing Studies has access to immediate international information over the Web.

The University of Richmond

- **Cannot** guarantee or assure the safety of participants or eliminate all risks.
- **Cannot** monitor or control all the daily personal decisions, choices and activities of individual participants.
- **Cannot** prevent participants from engaging in illegal, dangerous or unwise activities.
- **Cannot** assure that U.S. standards of due process apply in overseas legal proceedings or provide or pay for legal representation for participants.
- **Cannot** assume responsibility for the actions of persons not employed or otherwise engaged by the University of Richmond for events that are not part of the program or that are beyond the University of Richmond and its subcontractors' control, or for situations that may arise due to failure of a participant to disclose pertinent information.
- **Cannot** assure that home-country cultural values and norms will apply in the host country.
- **Cannot** assure that participants will be free of illness or injury during the program.
- **Cannot** assume responsibility for acts and events that are beyond our control; or ensure local adherence to US norms of due process.

Student responsibility

We believe that participants have a major impact on their own health and safety through the decisions they make before and during the program by their choices and behaviors. Participants on the University of Richmond sponsored programs need to:

1. **Read all materials** issued or recommended by the School of Professional and Continuing Studies that relate to safety, health, legal, environmental, political, cultural and religious conditions in host countries **prior to departure...no really, READ IT! This is important for your health and safety, MAKE the time.**
2. Consider personal emotional, physical and mental health and safety needs when accepting a place in a program.

University of Richmond Summer Programs

3. Make available to the School of i accurate physical and mental health information and any other personal data that is necessary in planning for a safe and healthy study abroad experience.
4. Assume responsibility for personal preparation for the program and participate fully in orientations.
5. Obtain and maintain appropriate insurance policies and abide by any conditions imposed by the carriers.
6. Inform parents, guardians and any others who may need to know, about participation in the study abroad program. Provide them with emergency contact information and keep them informed on an ongoing basis.
7. Learn the culture and laws of the country in which you will study. Comply with local codes of conduct and obey host-country laws. Americans are **NOT** immune to local laws in the host country.
8. Be aware of local conditions when making daily choices and decisions. Promptly express any health or safety concerns to the program staff or other appropriate individuals.
9. If you travel independently during your program, for any length of time, inform the faculty member and your host family as to how to contact you in an emergency.

Parent responsibility (when relevant)

Parents play an important role in the health and safety of participants by influencing their behavior overseas. It is important for parents/guardians to:

1. Obtain and carefully evaluate health and safety information related to the program, as provided by the School of Professional and Continuing Studies and when necessary from the Center for Disease Control, the U.S. State Department and other sources.
2. Be involved in the decision of your son/daughter to enroll in a particular program.
3. Engage your daughter/son in a discussion of safety and behavior issues related to the program.

Airport safety

University of Richmond Summer Programs

1. **Arrive early** (check with your airline for details) and check in with your airline as soon as possible and proceed immediately through security clearance. All shops and services available in the non-secure area will also be available once you have passed through the security check.
2. **Put your name and address** inside and outside each piece of luggage; bright or fluorescent string or tape around your luggage will make it easier to find. Make sure you receive a claim check for **EACH** piece of luggage you check.
3. **Do not make jokes about terrorism** of hijacking, or you may find that you are the object of unwanted attention. Respond to all questions asked by security personnel seriously and honestly. Be aware of what you discuss with strangers or what others may overhear about your travel plans.
4. **NEVER carry packages or letters for strangers** or agree to watch a stranger's luggage. Be watchful for suspicious abandoned packages and briefcases. Report them to airport security and leave the area.
5. **Do not carry** on your person, or in your hand luggage, anything that could be regarded as a weapon. Matches and lighters are forbidden in baggage as are nail clippers, metal nail files and scissors. It might be a good idea to purchase these items once you are on foreign soil. Metal objects in your suitcase may activate security devices, causing delays in the arrival of your luggage. These regulations are subject to change at short notice, so please check before departure.
6. **When landing in airports abroad**, don't be surprised if you see military guards and police carrying machine guns. They are there to protect you.

Transportation safety

1. Many countries drive on the opposite side of the road than the U.S. Be aware of our natural reaction to look to the left and then right. This is reversed in the countries, which drive on the other side. This is a common cause of serious injury.
2. Take only taxis clearly identified with official markings. **Beware of unmarked cabs.** Agree on a fare before departing. Lock taxi doors if possible, especially at night in strange cities. Don't share personal information. Pay for the ride while in the car. Do not sit up front with the driver.

3. There is risk involved in operating any motor vehicle abroad. **Students are not allowed to operate a motor vehicle in another country.**
4. Well-organized, systematic robbery of passengers on trains along popular tourist routes is a serious problem. It is most common at night and especially on overnight trains. If you see your way being blocked by a stranger and another person is very close to you from behind, move away.
5. Where possible, lock your compartment, especially at night. If it cannot be locked securely, take turns sleeping. If you must sleep unprotected, tie down your luggage, put your valuables in your hidden money belt and sleep on top of your belongings.
6. **Do not accept food or drink from strangers.** Criminals have been known to drug food or drink offered to passengers.

Residence safety

1. Keep your hotel/residence doors locked when you are there and when you leave.
2. **Always** locate the emergency exit, or if in a house or apartment, check windows and other alternate means of escape in a fire or emergency.
3. Do not open your door to people you don't know and don't give your room number to persons you don't know well. Meet visitors in the lobby. Let someone know when you expect to return, especially if you will be out late at night.
4. Keep valuables in a safe place - this may be different for each place you stay. When in doubt, carry money and valuables with you.
5. Close curtains after dark and lock ground floor windows.
6. Know the exit routes, especially in hotels, and remember how to get to safety- even in the dark!
7. **Please ALWAYS walk with a friend or take a taxi if coming home late at night. This is VERY important, do not ignore this warning.**

Safety in cities

When possible, and especially during the current terrorist crisis, avoid places frequented by large numbers of Americans, military personnel in particular. Major restaurants and other premises clearly identified as American are best avoided.

Many students dress in a way that immediately identifies them as American. It's important to realize that this can bring you unwanted attention. Fraternity t-shirts, baseball hats, and white athletic shoes worn for non-athletic events will highlight the fact that you are American - and some people will resent you for that fact. You may decide to wear a sweatshirt with hopes that other Americans will introduce themselves - but you can always meet Americans in America.

Crime prevention

While you may not directly encounter thieves, they will have their eyes on travelers like you. Some students use money belts or neck safes to hold their passports, cash and other valuables.

Beggars may approach you with children. We recommend you do not give them money and remove yourself from the situation.

1. Pickpockets usually do not work alone. Be aware of distractions by strangers, as the "lift" often follows.
2. If any of your possessions are lost or stolen, report the loss immediately to the police. Keep a copy of the police report for insurance claims and an explanation of your plight.
3. It is important to be aware that some people make a living of preying upon honest people. Follow your instincts with casual friendships--they are not always what they seem to be.
4. If someone tries to take your purse, backpack, or other property by force, let them have it. Your personal safety is far more important than any property.
5. A camera is the most often lost or stolen item on off-campus programs. Be especially careful to not leave the camera in a taxi, hotel room, or on a bus. Carry the camera inconspicuously.

Preparing for the trip

Jetlag

To avoid some of the problems of jet lag (adjusting to the difference in time at the new location), there are a few simple rules to follow on the airplane.

- **Drink liquids to avoid dehydration.** Water and fruit juices are the best to drink. Alcohol will further dehydrate you during your flight and hits you stronger and faster on a plane. It can also cause joint swelling and make it harder to adjust to time changes.
- **Exercise:** Stretch during your flight. If possible, sit in a bulkhead or aisle seat to stretch your legs. Some planes have extra legroom in the emergency exit seat over the wing.
- **Sleep.** If at all possible, sleep on the flight. If you can find an empty row, lift the armrests and stretch out. This will help you to be awake when you arrive at your destination.
- **Set your watch.** Change your watch to the new time when your flight departs. Attempt to eat meals on the "new" time. This will help your body's adjustment to the new time zone.
- **Don't sleep on arrival.** When you arrive at your destination, it is important to adjust to the local time. If you arrive in the morning, attempt to stay awake until a usual bedtime (or at least until 8:00 or 9:00 p.m.). If you arrive later in the evening, force yourself to go to sleep early. Usually, if you get a regular night's sleep, you will wake at the normal time the next morning, and be able to function normally. Try to establish a regular sleeping pattern as soon as possible.

Culture shock

"Culture Shock" is the term used to describe the more pronounced reactions to the psychological disorientation most people experience when they move for an extended period of time into a culture markedly different from their own. It can cause intense discomfort, often accompanied by irritability, bitterness, resentment, homesickness and depression. In some cases, distinct physical symptoms of psychosomatic illness occur.

For some people, the bout with culture shock is brief and hardly noticeable. These are usually people whose personalities provide them with a kind of natural immunity. For most of us, however, culture shock is something we have to deal with at the beginning of our stay abroad. It may surprise you that

culture shock is a real health issue when traveling abroad. Traveling through time zones and for long periods of time, facing new values, habits and methods of daily life can leave travelers impatient, bewildered and depressed.

You may find yourself alternately exhilarated and exasperated, thrilled at the experiences the new culture offers you and frustrated with the culture's differences from your own. Early in your experience, you will likely have ups and downs. The feelings you experience are natural. If you are angry, impatient, homesick, or depressed your first few days, remind yourself that these things will pass once you have rested and are eating normally. If depression persists, however, do seek professional assistance from a counselor or doctor. If you are not sure about something, whether it is a simple question about where a service can be found, or a more complex matter, such as expectations about friendship and dating, ask someone you trust.

In a sense, culture shock is the occupational hazard of overseas living through which one has to be willing to go in order to have the pleasures of experiencing other countries and cultures in depth. All of us have known frustration at one time or another. Although related, and similar in emotional content, culture shock is different from frustration. Frustration is always traceable to a specific action or cause and goes away when the situation is remedied or the cause is removed. Some of the common causes of frustration are: the ambiguity of a particular situation; the actual situation not matching preconceived ideas of what it would be like; unrealistic goals; not being able to see results; using the wrong methods to achieve objectives (i.e., methods which are inappropriate to the new culture).

Frustration may be uncomfortable, but it is generally short-lived as compared to culture shock. Culture shock has two quite distinctive features:

- It does not result from a specific event or series of events. It comes instead from the experience of encountering ways of doing, organizing, perceiving or valuing things which are different from yours and which threaten your basic, unconscious belief that your own customs, assumptions, values and behaviors are "right."
- It does not strike suddenly or have a single principal cause. Instead, it is cumulative. It builds up slowly, from a series of small events that are difficult to identify.

Culture shock comes from:

- Being cut off from the cultural clues and known patterns with which you are familiar; especially the subtle, indirect ways you normally have of expressing feelings. All the nuances and shades of meaning that you

understand instinctively and use to make your life comprehensible are suddenly taken from you.

- Living and/or studying (working) over an extended period of time in a situation that is ambiguous.

- Having your own values (which you had heretofore considered as absolutes) brought into question -- which yanks your moral rug out from under you.

- Being continually put into positions in which you are expected to function with maximum skill and speed, but where the rules have not been adequately explained.

As indicated earlier, culture shock progresses slowly. One's first reaction to different ways of doing things may be "How quaint!" When it becomes clear that the differences are not simply quaint, an effort is frequently made to dismiss them by pointing out the fundamental sameness of human nature. After all, people are really basically the same under the skin, aren't they?

Eventually, the focus shifts to the differences themselves, sometimes to such an extent that they seem to be overwhelming. The final stage comes when the differences are narrowed down to a few of the most troubling, and then are blown up out of all proportion. (For Americans, standards of cleanliness, attitudes toward punctuality, and the value of human life tend to loom especially large.) By now, the sojourner is in an acute state of distress. The host culture has become the scapegoat for the natural difficulties inherent in the cross-cultural encounter. Culture shock has set in. Here is a list of some of the symptoms that may be observed in relatively severe cases of culture shock:

- Homesickness
- Boredom
- Withdrawal
- Need for excessive amounts of sleep
- Compulsive eating
- Compulsive drinking
- Irritability
- Exaggerated cleanliness
- Stereotyping of host nationals
- Hostility toward host nationals
- Loss of ability to work effectively
- Unexplainable fits of weeping
- Physical ailments (psychosomatic illnesses)

Not everyone will experience this severe a case of culture shock, nor will all these symptoms be observed. Many people ride through culture shock with some ease, only now and again experiencing the more serious reactions. But many others don't. For them it is important to know (1) that the above responses can occur, (2) that culture shock is in some degree inevitable, and (3) that their reactions are emotional and not easily subject to rational management. This knowledge should give you a better understanding of what is happening to you and buttress your resolve to work at hastening your recovery.

Homesickness

We tend to think of being homesick as something associated with being young and at summer camp. But, anyone can be homesick at any time. It can come from just missing the familiarity of home surroundings, the regularity of classes, the inexplicable fear of new places and just being outside your normal routine. It may not happen at all, may be a fleeting experience or stay awhile.

It may take a call home or talking to a friend or program director to sort out these feelings. One of the surest remedies for homesickness is to plunge into the experience and immerse yourself into new places, sights and people. It is important to know that many have experienced homesickness and recovered. Try not to live in a bubble of social media. Engage with the community around you.

Travel documents

Passport:

Apply for a passport right away if you do not have one. Processing time can take up to eight weeks, so start today. If you need information on how to obtain a passport or how to renew one, you can find that information in the State Department's website at <http://travel.state.gov/passport>

You will need a passport that is valid at least six months after your program officially ends. Be sure to make a copy of your passport, and leave it at home. You must also give a copy to the Course Director.

Youth Hostel Card:

If you intend to stay in Youth Hostels, you might want to buy a Youth Hostel Membership Card. You will save money if you purchase your membership here in the States. You may order a card by calling 301—495-1240 or on the web at www.hiayh.org.

Packing

The airline will limit your checked luggage and the weight and size of your carry-on bags. Check with the airline before departure.

The best advice about packing is to take only what you will need. **Another comment we hear over and over from past participants: "I took too many clothes!"** No matter how much clothing you take, you will be tired of it after the first few weeks, so pack basic wardrobe items that can be mixed and matched, layered, and worn again and again. Casual clothes are appropriate for classes, but you will need at least one dressy outfit for special occasions.

It is a good idea to take a complete supply of any prescription medication as well as a note from your doctor giving the generic name of the drug that is prescribed. Keep the medication in its regular container in case custom officials have any questions about the type of drugs that you are carrying. If you wear glasses or contact lenses, it is a good idea to have a copy of that prescription as well.

Please do **not** take extremely valuable jewelry or watches with you when you travel. It is difficult to keep track of them while you are away, and you'll have less to worry about if you leave them home.

DO NOT PACK your passport or your plane ticket in a bag that you intend to check!

Here is some advice on packing by a former program participant:

"Pack your bags, than take out half of the stuff and put it away. You can live very comfortably with very little".

Electrical appliances: Bring only appliances with dual voltage. You will also need a plug adapter, which may be purchased at most hardware stores. Your electrical appliances will not work well abroad, even with an adapter, and there is always the risk that they will burn out. It's easier to buy small appliances abroad.

Gift for your hosts: It is courteous to take along a small gift, perhaps something typical of the region in which you live, for your hosts. Keep in mind, however, that customs officials will confiscate organic materials such as fruits, cheese, or even wicker baskets. Take along photographs of your family, friends and home since your hosts will be curious about your life in the States. One former participant suggests taking a map of the U.S. because questions about geography often come up. Another student said that he met people from all over the world while traveling after the program ended, and the pocket world atlas he carried was very useful when he and his new friends talked about their homelands.

Money

The best way to manage your money is to use your account at home. Your ATM card will work in most places, so you will be able to access your U.S. account and withdraw the local currency. You could arrange for your family to deposit money to your U.S. account on an agreed-upon basis. Keep in mind that traveler's checks will still be useful and should work in most banks abroad. Your bank will assess a fee for every ATM withdrawal.

Another easy way to obtain money while abroad is to use a major credit card such as Visa or MasterCard. You can get a cash advance on one of these cards in an emergency, and your family can pay money into the account to take care of the money that you have withdrawn. This enables you to make use of the worldwide communication network of these major credit cards and saves you the expense of sending money by wire transfer.

You should take a small amount of local currency (\$25 – 50), available at banks or at the airport) to tide you over until you can either withdraw money abroad from an ATM or establish your own bank account, and cash your travelers checks.

Financial information

Students are charged a fee to cover specific costs agreed in advance.

Payment schedule: A deposit is required in order to hold a student's place in the program. This deposit is non-refundable but does apply to the total program cost.

Withdrawals

Please read our refund schedule carefully and draw this schedule to the attention of your parents (or others) who may be paying for your summer abroad program. We apply these rules strictly in most cases because the success of each program, and the price we set, depends on the number of students who sign up. Depending on the date of withdrawal you may become responsible for payment of the full cost of the program.

Refund policy: The deposit is not refundable under any circumstances after a student's application has been accepted.

- If the University is unable to accept an application, it will refund all payments.

University of Richmond Summer Programs

- If a student withdraws from the Program by notifying the University in writing on or before March 1, the University will refund all fees paid, except the deposit.
- If a student withdraws from the Program for medical reasons before April 1, and if he provides evidence of medical necessity from a physician, the University will refund all fees paid, except \$300.
- If the student replaces himself with another student acceptable to the University, the University will refund an additional \$150.
- If a student withdraws from the Program for nonmedical reasons after March 1, but before April 1, the University will refund all fees paid, except the deposit, but only if the student is able to replace himself with another student acceptable to the University.
- If a Program is cancelled, or if in the sole judgment of the University, a Program has been so radically changed in itinerary or curriculum that it would be unfair to require students to participate and a student elects in writing to withdraw from the Program, the University will refund all fees paid. Under these circumstances, the University will have no additional responsibility or liability to the student or his parents or guardian.
- After April 1, no refunds of fees will be made for any reason. In addition, no refunds will be made for meals, accommodations, tuition or transportation missed by a student for any reason from and after the schedule departure.

Outstanding debts: Students with an outstanding balance or unpaid fees or library fines abroad will have their transcripts held pending clearance of their account.

Spending money: The amount of money a student spends per week varies greatly according to lifestyle and spending habits. One suggested formula for determining the amount of spending money you will need is to add 25% to the amount you usually spend per week here in the States.

Travel insurance

Neither the University of Richmond nor the ID card insurance covers lost or stolen goods, so you may wish to consider buying additional traveler's insurance.

Important contact addresses

US-Based Embassies

Embassy of Argentina

1600 New Hampshire Avenue
Washington, DC 20009
202-238-6400

Embassy of Australia

1601 Massachusetts Ave, NW
Washington DC 20036
202-797-3000

British Embassy

3100 Massachusetts Avenue, NW
Washington DC, 20008
202-588-6500

British Consulate-General, New York

845 Third Avenue
New York, NY 10022-6691
212 745-0200

Chinese Embassy

2201 Wisconsin Avenue, NW
Washington, DC 202-338-6688
202-337-1956

Embassy of Chile

1732 Massachusetts Ave. NW
Washington, DC 20036
202-887-5579

Embassy of Costa Rica

2112 S Street, NW
Washington, D.C. 20008
202 480-2200

Embassy of Czech Republic

3900 Spring of Freedom Lane, NW
Washington, DC 20008

202-274-9100

Embassy of France

4101 Reservoir Rd. NW
Washington, DC 20007
202-944-6000

German Embassy

Washington , DC
2300 M Street, NW #3
Washington, DC 20037
202-298-4000

Embassy of Ireland

2234 Massachusetts Ave. NW
Washington, DC 20008-2849
202-462-3939

Embassy of Italy

3000 Whitehaven St. NW
Washington, DC 20008
202-612-4400

Embassy of Japan

2520 Massachusetts Avenue, N.W.,
Washington, DC 20008
202-238-6700

U.S. Embassy Morocco

Km 5.7, Avenue Mohamed VI
Souissi, Rabat 10170, Morocco
Phone: (212) 0537 637 200
Fax: (212) 0537 637 201

Embassy of the Kingdom of Morocco

1601 21st Street, N.W.,
Washington, D.C 20009
202-462-7979

University of Richmond School of Continuing Studies

Embassy of New Zealand

37 Observatory Cir.,
NW Washington, DC
202 328 4800

202-939-5660

Embassy of South Africa

3051 Massachusetts Avenue, N.W.,
Washington, DC 20008
202-232-4400

Embassy of Spain

2375 Pennsylvania Ave. NW
Washington, DC 20037
202- 452-0100

Embassy of South Korea

2450 Massachusetts Avenue N.W.
Washington, DC 20008

Embassy of Peru

1700 Massachusetts Avenue, NW
Washington, DC 20036
(202) 833-9860

US Consulates/Embassies Overseas

US Consulates/Embassies Overseas

Argentina

US Embassy in Buenos Aires
Av. Columbia 4300
(C1425GMN) Buenos Aires, Argentina
Tel # (54-11) 5777-4533
Fax # (54-11) 5777-4240

London, W1A2LQ
United Kingdom
Tel # [44](020) 7499-9000
Fax# [44] 0131-557-6023
Emergency # for police/fire/ambulance 999

Australia and Internship

Consulate General of the United States Sydney
US Consulate General
MLC Centre Level 10
19-29 Martin Place
Sydney, NSW 2000
Tel. - Visa inquiries: 1902-941-641 or 1800-687-844
(24 hrs - [charges apply](#))
Tel. - Other consular inquiries: **(61-2) 9373-9200** (M-F, 8:00am-12:00 noon, 2:00pm-4:30pm)
Tel. - After hours emergencies **(02) 4422-2201**
E-mail: amvisa@state.gov
Web: usembassy-australia.state.gov/sydney

Chile

U.S. Embassy in Santiago, Chile
Andres Bello 2800,
Las Condes, Santiago, Chile
Phone: (56-2) 2330-3000
Fax: (56-2) 2330-3710

China

United States Embassy of Beijing
No. 55 An Jia Lou Rd, Chaoyang
Beijing, China
Tel: (86-10) 8531-3000
Fax: (86-10) 8531-4200
Emergency Contact: 8531-4000

Brussels

U.S. Embassy in Brussels, Belgium
Regentlaan 27,
Boulevard du Regent, B-1000 Brussels
Tel # (32-2) 811-4000
Fax # (32-2) 811-4500

Costa Rica

Calle 98 Vía 104 Pavas
San José, Costa Rica
Tel: [506] 2519-2000
911 Emergency
116 International Collect Calls
117 Police
118 Fire Department & Paramedics
128 Ambulance

Cambridge Program

US Embassy in London
24 Grosvenor Square

University of Richmond School of Continuing Studies

Fax (030) 8305-1215

Emergency:

Police: 110

Fire and Ambulance: 112

Fire & Ambulance Rural: 19222

030-8305-1200

Czech Republic

Embassy of the United States, Prague,

Czech Republic Trziste 15

118 01 Praha 1 – Mala Strana

Czech Republic

Phone: (+420) 257 022 000

Fax: (+420) 257 022 809

Emergency Contact: (+420) 257 022 000

England (United Kingdom)

London Internship

US Embassy in London

24 Grosvenor Square

London, W1A2LQ

United Kingdom

Tel # [44](020) 7499-9000

Fax# [44] (20) 7495-5012

Emergency # for police/fire/ambulance: 999

France

Consular Section of the US Embassy in Paris

Office of American Services

4 Avenue Gabriel

75382 Paris Cedex 08 (mailing)

75008 Paris (physical) France

Tel # 33-1-43-12-22-22

Fax # 33-1-42-66-97-83

General Emergency #: 122

Ambulance: 15

Fire Department: 18

Police: 17

Ireland

The Embassy of the United States

42 Elgin Road

Ballsbridge, Dublin 4

Tel # +353 1 66 88 777

Fax # +353 1 668-9946

General Emergency # for police/fire/ambulance services: 999 or 112

Hong Kong

Address: 26 Garden Road, Central, Hong Kong

Tel: (852) 2523-9011

Fax: (852) 2845-1598

Emergency # 852-2841-2211

Germany

U.S. Embassy in Berlin

Tel # (49)(30) 238-5174 or 8305-0

Embassy of the United States Berlin Consular

Clayallee 170

14195 Berlin

American Citizen Services

Federal Republic of Germany

Tel# (030) 832-9233

Italy

US Embassy in Rome

Via Veneto, 119a

00187 Roma, Italia

Tel# (+39) 06.4674.1 (switchboard); Fax# (+39)

06.4674.2244

uscitizensrome@state.gov

Website: <http://italy-usembassy.gov>

US Consulate General – Milan

Via Principe Amedeo, 2/10 – 20131 Milano

Tel# (switchboard) +39 02-290-351

Fax# +39 02-2903-5273

US Consulate General – Florence

Lungarno Vespucci, 38-50123 Firenze

Tel# (switchboard) +39 055.266.951; Fax# +39

055.215.550

Email Florencecc@state.gov

US Consulate General – Naples

Piazza della Repubblica – 80122 Napoli

Tel# +39 081-5838-111; Fax# +39 081-583-8275

Emergency Services: (+39) 081 583 8221

Emergency # 113 (police and ambulance)

Medical Emergency (ambulance) 118

Fire Department 115; Police 113

Japan

US Embassy in Tokyo

1-10 -5 Akasaka, Minato-ku, Tokyo

107-8420, Japan

Tel# 03-3224-5000

Fax: 03-3505-1862

US Consulate in Nagoya

Tel# 052-518-4501

Fax# 052-581-3191

Emergency # Police 110

Emergency # Ambulance 119

Morocco

U.S. Embassy Rabat

Km 5.7, Avenue Mohamed VI

Souissi, Rabat 10170, Morocco

Phone: (212) 0537 637 200

Fax: (212) 0537 637 201

In case of emergency or for medical assistance, call in urban areas:

Police 19

Fire brigade (civil protection) 15

Ambulance 15

outside urban areas:

Gendarmerie royale 177

New Zealand

University of Richmond School of Continuing Studies

Embassy of the United States of America,
Wellington
29 Fitzherbert Terrace, Thorndon, Wellington, New
Zealand

Phone: (04) 462 6000
Fax: (04) 499 0490

South Africa

US – Consulate General – Cape Town
PostNet Suite 50, Private Bag x26
Tokai 7966
2 Reddam Ave. Cape Town 7945
South Africa
Tel # (27-21) 702-7300
Fax # (27-21) 702 7493

Embassy of South Korea

U.S. Embassy Seoul
Seoul, Korea
188 Sejong-daero, Jongno-gu,
Seoul, Korea 03141
Phone: 82-2-397-4114

Emergency Contact
Fire, Emergency and Ambulance Tel: 119
Police Tel: 112 Website
Medical Emergency: Medical information centre
specifically aimed at foreigners in Seoul Tel:
1339

Spain

American Embassy, Madrid, Spain – Consular
Affairs
C/Ayala, 3
28001 Madrid
Tel 91-587-2200 and 91-587-2240
Fax 91-587-2303
Emergency Assistance after hours (91) 587-2200

Consular Agency in Seville
Tel# (34)(954) 218-571
Fax# (34)(954)220-791

Emergency #: 112
Police: 091; Local Police: 092
Fire: 080 or 085

Summer Study Abroad 2018 Director Contacts

Argentina

Director: Soledad Maramio
Work Phone: 804-484-1475
E-mail: smarambi@richmond.edu

Cambridge Program

Director: Terry Price
Work Phone: 804-287-6088
E-mail: tprice@richmond.edu
Home Phone: 804-358-2993

Czech Republic

Director: Yvonne Howell
Work Phone: 804-289-8101
E-mail: yhowell@richmond.edu

France

Director: Dr. Olivier Delers
Work Phone: 804-289-8106
E-Mail: odelers@richmond.edu
Home Phone: 804-288-0603

Germany

Director: Kathrin Bower
Work Phone: 804-287-6060
E-Mail: kbower@richmond.edu

Italy

Director: Dr. Lorenza Marcin
Work Phone: 804-287-6809
E-mail: lmarcin@richmond.edu
Home Phone: 804-754-3670

Japan

Director: Professor Akira Suzuki
Work Phone: 804-289-8293
E-mail: asuzuki@richmond.edu
Home Phone: 804-794-8043

Morocco

Director: Martin Sulzer-Reichel
Work Phone: 804-484-1612
E-mail: msulzerr@richmond.edu

Spain

Director: Boston Woolfolk
Work Phone: 804-289-8490
E-mail: bwoolfol@richmond.edu

Spain/Athletics

Director: Dr. Corrado Corradini
Work Phone: 804-287-6413
E-mail: ccorradi@richmond.edu
Home Phone: 804- 308-3922

Internship Programs

Contact: Cheryl Genovese
Work Phone: 804-289-8134
E-mail: cgenoves@richmond.edu
Home Phone: 804-393-9767

Service Learning Programs

Contact: Cheryl Genovese
Work Phone: 804-289-8134
E-mail: cgenoves@richmond.edu
Home Phone: 804-393-9767

Agreement and Release Form



School of Professional and Continuing Studies Summer Study Abroad (SSA) Programs – Agreement and Release Form

PART 2

** Carefully read Parts I, II and III before signing Part III. Retain parts I and II for your records. Sign and return Part III to the Summer School Office. If you are under 18, your parent/guardian's signature is required for this legal document to be considered complete. The yellow copy of Part III is for your records. The Summer School Office strongly encourages students to share information about the Program Abroad, including all orientation materials and the Study Abroad Handbook, with their parents or guardians.*

PART I: CONDITIONS OF PARTICIPATION

1. I, the student signing this Agreement and Release Form, hereby acknowledge that I am voluntarily participating in an international trip, conference, or research project (hereinafter the "Trip") sponsored or coordinated by the University of Richmond (referred the "University"). I further acknowledge that I have taken and will continue to take all reasonable steps to educate myself about the conditions and risks specific to the location of and the specific activities to be undertaken during the Trip, including, but not limited to reviewing:
 - the U.S. Department of State Travel Warnings, if any, for this location (see www.travel.state.gov);
 - the U.S. Centers for Disease Control Health Information for Travelers, if any, for this location (see www.cdc.gov/travel); and
 - reputable published travel guides regarding this location (e.g., Lonely Planet, Rough Guide, Frommers, Fodors, Eyewitness Travel Guide, Moon Handbooks, etc.).
 2. I am aware there are unavoidable risks in foreign travel, and that I may subject myself to dangers over which neither the University, its employees, faculty, agents, contractors, nor the host institution, if applicable, have any control. These dangers might include, without limitation, illness, serious personal injury or death resulting from, among other things, airline or motor vehicle accidents, criminal behavior or negligence by others, terrorist activity, natural disaster, exposure to contaminated food, normal health problems, etc. I also understand that in the event I am injured or become ill, I may not be able to expect the same access to or level of medical treatment in a foreign country as I might in the United States. I understand that I am responsible for my health, safety and welfare while abroad and that neither the University, nor its employees, faculty, agents, contractors, or the host institution can guarantee or safeguard my health, safety or welfare.
 3. With a full understanding of the risks associated with foreign travel and, specifically, participation in the Trip, I hereby assume all risks associated with my participation in the Trip.
 4. I hereby release, indemnify and hold harmless the University, its respective officers, trustees, directors, employees, faculty, agents, contractors, and host sites from any and all damages, claims, actions, liability and expenses (including costs of judgments, settlements, court costs, and attorney's fees), regardless of the outcome of such claims or actions, arising out of or relating in any way to my participation in the Trip (except such damages, claims or liability arising solely from the gross negligence or intentional misconduct of the University), any independent travel in which I might engage, any financial obligations or liabilities incurred by me during the Trip, and any medical care provided to me during the Trip. This Release shall bind me and my heirs, successors, legal representatives and assigns and inure to the benefit of the University and its officers, trustees, directors, employees, faculty, agents, contractors, and host sites and their respective successors and assigns.
 5. The University cannot be responsible for the actions of external companies or personnel hired by either the University or the host institution.
 6. I take full responsibility for knowledge and understanding of any limitations in my insurance policy that pertain to travel abroad. In the case where the University contracts health insurance for its abroad students, the University cannot be held responsible for the health care delivered to any student.
- I authorize the University and its employees, faculty, agents, contractors, and the host institution to take any actions they may consider to be warranted regarding the Participating Student's health and safety, including: (i) arranging for medical care; and/or (ii) if my next of kin cannot be reached in a timely manner, consenting to medical care. I agree that I am solely responsible for the cost of any medical care rendered to me during the Trip.
7. I also release, hold harmless and agree to indemnify the University and its agents with regard to any financial obligations or liabilities that I personally incur, or any damage or injury to the person or property of others that I may cause or be accused of causing, while participating in the Program. In the event the University or its agents advance or loan any monies to me or incur special expenses on my behalf while abroad or in relation to the Program abroad, I agree to make immediate repayment.
 8. I understand that I cannot expect and may not receive the same services and conditions abroad that I normally enjoy while at the University.
 9. I agree to comply with the rules, standards and instructions for my behavior as stated at the University, the host institution and the Program. The University and its agents have the right to enforce appropriate standards of conduct and may at any time terminate my participation in the Program for failure to maintain these standards or for any conduct which the University or its agents consider to be incompatible with the interest, harmony, comfort and welfare of other students or the host institution. If I am expelled from the Program, I agree to be sent home at my expense and acknowledge that there will be no refund.
 10. I agree to adhere to the laws of countries in which I am a visitor/student. I understand that I must be sensitive to the host culture and agree to behave appropriately.
 11. I understand that I am responsible for my welfare while abroad.



School of Professional and Continuing Studies Summer Study Abroad (SSA) Programs – Agreement and Release Form

PART 3

12. I understand the University reserves the right to select candidates for study abroad. I have considered carefully and take responsibility for any physical or personal limitations that might interfere with my achieving a successful and safe experience abroad.
13. I consent to the use of photographs and comments by the University and to the distribution of information about the Program to my parents or guardians whom I have specified in my Emergency Information Sheet. I authorize the University and its agents to contact my parents or guardian, as indicated on the emergency form, in connection with my general welfare abroad.
14. Unless I notify the Summer School Office in writing, I consent to the distribution of my name, campus mailing and E-mail address, and telephone number to potential and current University students and to various departments at the University.
15. I understand that the University strongly discourages students from operating vehicles outside of the United States. Traffic congestion and different traffic laws and regulations, civil and criminal, can make driving motor vehicles abroad extremely hazardous. Insurance requirements and other financial responsibilities vary from country to country. If, however, I decide to operate a motor vehicle while abroad, the University assumes no financial responsibility for legal aid or for my care should I be involved in a violation or an accident.
16. I agree to release the University and its agents from liability for damage to or loss of my possessions, or for injury, illness or death resulting from crimes or from political unrest.

I understand and agree that the University is not responsible for any independent travel in which I might engage before, during or after the Trip. I further understand that the University strongly encourages me to review applicable travel information regarding such independent travel, including the sources listed in Paragraph 1, above, and to heed all applicable U.S. State Department warnings. I understand that I should not travel to U.S. Dept of State warning countries unless I have petitioned and received approval to do so at least 6 weeks prior to travel.

PART IIA: COST AND PAYMENTS

1. I understand that I am responsible for payment in accordance with the Program. The University reserves the right in its sole discretion to change itineraries, curricula and other features of the Program.
2. I understand that I am responsible for arranging my flights and for paying for all transportation costs. In cases where the airfare is included in the cost of the Program, I understand that, if I cancel or change my flight, I will be responsible for any fees or penalties incurred. I understand that, if I owe money to the University prior to departure, I may be removed from the trip abroad and will be responsible for any loss of money, i.e., travel arrangements, deposits, insurance, etc. An official hold will be placed on my account, registration and transfer of credit until all payment responsibilities are fulfilled.
3. I understand that an official hold will be placed on my account until all payment responsibilities are fulfilled.
4. If the Program is canceled or has been changed radically in its curriculum or itinerary, I will have the opportunity to withdraw prior to the commencement of the Program.
5. I understand there will be no refund if I cancel my participation program
6. I understand that if I am not approved to go abroad due to disciplinary or behavioral concerns that I agree to refund the University for any non-refundable or non-recoverable fees that have been pre-paid on my behalf.
7. The University cannot control external factors such as political, environmental or other factors that may require recalling students from abroad. I understand that in these rare circumstances I am responsible for the cost of returning to my home country and for loss of academic credit.

PART IIB: REFUND POLICY

1. The deposit is not refundable under any circumstances after a student's application has been accepted. If the University is unable to accept an application, it will refund all payments.
2. If I withdraw from the Program by notifying the University in writing on or before March 1, the University will refund all fees paid, except the deposit.
3. If I withdraw from the Program for medical reasons before April 1, and provide evidence of medical necessity from a physician, the University will refund all fees paid, except \$300. If I replace myself with another student acceptable to the University, the University will refund an additional \$150.
4. If I withdraw from the Program for nonmedical reasons after March 1, but before April 1, the University will refund all fees paid, except the deposit, but only if I am able to replace myself with another student acceptable to the University.
5. If a Program is cancelled, or if in the sole judgment of the University, a Program has been so radically changed in itinerary or curriculum that it would be unfair to require students to participate and a student elects in writing to withdraw from the Program, the University will refund all fees paid. Under these circumstances, the University will have no additional responsibility or liability to the student or his parents or guardian.
6. After April 1, no refunds of fees will be made for any reason.



School of Professional and Continuing Studies

Summer Study Abroad (SSA) Programs – Agreement and Release Form

PART III:

UNIVERSITY OF RICHMOND

Summer School Office
School of Continuing Studies
University of Richmond, VA 23173
(804) 289-8133 FAX (804) 289-8138

Student Statement:

I have read, understand and agree to the terms and conditions set forth in Parts I and II (all of which I have had a full and fair opportunity to consider), and I understand that those terms and conditions, including the releases, constitute my agreement with the University. I confirm that I am 18 years of age or older. This agreement is effective upon acceptance of my application to the study abroad program I understand that the laws of the Commonwealth of Virginia govern this agreement, and I agree further that any claim I may ever have arising in any way out of the trip must be filed in the Circuit Court for the City of Richmond, Virginia, notwithstanding the appropriateness of any other jurisdiction or venue.

Signature: _____ Print Your Name: _____

The Summer School Office strongly encourages all students to share information about the trip, including all orientation materials and the University of Richmond Study Abroad Handbook, with their parent or guardian.

Parent/Guardian Statement:

I am the parent or guardian of the Student whose signature appears above and who is under the age of 18. I have read and understand the terms and conditions set forth in Parts I and II, (all of which I have had a full and fair opportunity to consider), and I understand that those terms and conditions, including the releases, constitute my agreement with the University on behalf of the Student whose signature appears above. This agreement is effective upon acceptance of my son/daughter's admission to the trip. I understand that the laws of the Commonwealth of Virginia govern this agreement, and I agree further that any claim I may ever have arising in any way out of the trip must be filed in the Circuit Court for the City of Richmond, Virginia, notwithstanding the appropriateness of any other jurisdiction or venue.

Signature: _____ Print Your Name: _____

Date: _____

Harassment and Discrimination Policy

Every University employee and student has the right to work and study in an environment free from discrimination and harassment and should be treated with dignity and respect. The University prohibits discrimination and harassment against applicants, students, and employees on the basis of race, religion, national or ethnic origin, age, sex, sexual orientation, gender identity, gender expression, disability, status as a veteran or any classification protected by local, state or federal law.

The University's policy against discrimination and harassment (Policy) incorporates protections afforded by Title IX of the Educational Amendments of 1972, which prohibits discrimination in educational programs and activities based on gender. This Policy also incorporates all other local, state and federal laws, including Title VII of the Civil Rights Act of 1964. Any individual whose conduct violates the Policy will be subject to disciplinary action up to and including termination for employees and expulsion for students.

Harassment is the creation of a hostile or intimidating environment, in which verbal or physical conduct, because of its severity and/or persistence, is likely to interfere significantly with an individual's work or education, or affect adversely an individual's living conditions on campus.

Illegal and improper harassment based on any of the classifications in paragraph 1, may include:

- Any suggestion that sexual favors, race, religion, national or ethnic origin, age, sex, sexual orientation, gender identity, gender expression, disability, status as a veteran or any protected classification would affect one's job, promotion, performance evaluations, grades, working or educational conditions;
- Making unwelcome or offensive comments about a person's clothing, body or personal life;
- Offensive jokes or unwelcome innuendoes;
- Other conduct that creates a work or educational environment that may be considered offensive or hostile, even though some staff or students might not find them objectionable;
- Use of unwelcome or offensive nicknames or terms of endearment.

Sexual harassment, in particular, may consist of unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature when one or more of the following occur:

- Submission to or rejection of such conduct is made a term or condition of an individual's employment or academic success;

University of Richmond School of Continuing Studies

- Submission to or rejection of such conduct is used as the basis for employment or academic decisions;
- Such conduct has the purpose or effect of interfering with an individual's work or academic performance or creates a hostile, intimidating or offensive work or educational environment.

The University has designated the Associate Vice President for the Department of Human Resource Services (located in Weinstein Hall), as the University's representative to handle issues arising under the Policy, including Title IX. Individuals who need further information or clarification of the Policy should contact the Associate Vice President directly. employees and students who feel they have suffered discrimination or harassment in violation of the Policy should follow the Complaint Resolution Procedure described below.

The Policy also applies to complaints of harassment or discrimination involving applicants for admission or employment, or persons aggrieved by third parties such as contractors or vendors serving the University.

Complaint Resolution Procedure

For ease in identifying individuals, the person making the complaint is referred to as the Complainant, and the person for whom the complaint is being made is referred to as the Respondent.

The University will endeavor to respond to and resolve all complaints quickly and effectively. Individuals who believe they have been harassed or discriminated against in violation of the Policy are encouraged to take action in any of the ways described in the Complaint Resolution Procedure (Procedure).

Although none of the actions listed under the options for Informal Resolution, below, are required before an individual may file a Formal Complaint, the University favors informal resolution of these claims whenever possible. Except as expressly provided herein, the Procedure is the only grievance practice available to staff, faculty, students or other parties for violations of the Policy. No other grievance practices otherwise available at the University are applicable.

Through the Procedure, the University will take necessary steps to prevent recurrence of any harassment and/or discrimination determined to have occurred, and will take necessary steps to correct the discriminatory effects of the conduct on the Complainant and others, if appropriate. During all stages of the Procedure, every effort will be made to ensure fundamental fairness to all parties involved in the complaint process. The University will make good faith efforts to protect the confidentiality of those involved in the Procedure to the extent permitted by law and to the extent that continued protection does not interfere with the University's ability to investigate allegations or to take corrective action.

The University prohibits retaliation against any individual who files a complaint (informal or formal) in good faith or participates in a harassment or discrimination inquiry. Disciplinary action will be taken against any individual who retaliates against a Complainant or participant in a harassment or discrimination inquiry, or who files a discrimination or harassment complaint in bad faith, or who maliciously or knowingly files false charges.

A. Procedures for Informal Resolution

The Informal Resolution process provides an effective means of resolving most disputes. However, the Complainant may terminate the Informal Resolution process at any time and initiate a Formal Complaint without prejudice.

1. Informal Discussion with Respondent

Prior to the involvement of other parties or University officers, the Complainant may choose to discuss the concerns directly with the Respondent. The Respondent may not realize that his or her conduct is offensive or unwelcome. Many disputes can be resolved quickly and effectively with such direct communication. A complaint brought to the attention of the Respondent shortly after the alleged offensive behavior occurs (e.g.: immediately or in a few days) will usually result in more effective resolution.

2. Informal Discussion with University Officials

Understanding that a Complainant may discuss concerns with a friend, confidant, advisor or counselor in the Counseling and Psychological Services office, etc., it is nonetheless the case that to initiate an informal discussion with University officials, a Complainant should contact one of the following individuals in a timely manner, ordinarily within thirty (30) days of the offending conduct:

Students should contact the dean of their school or residential college as follows:

- Arts and Sciences, Business or Leadership Studies undergraduate students should contact the dean of their residential college
- Graduate School of Business: Dean, Nancy Bagranoff at (804) 289-8549
- Law School: Dean, Wendy Purdue at (804) 289-8740
- Richmond College: Dean, Joseph Boehman at (804) 289-8061
- School of Professional and Continuing Studies: Dean, Jamelle Wilson at (804) 289-8135
- Westhampton College: Dr. Mia Reinoso Genoni at (804) 289-8468

Staff should contact:

- Executive Assistant to the President: Martha Pittaway at (804) 289-8159

University of Richmond School of Continuing Studies

Faculty should contact the dean of their school:

- Arts and Sciences: Dean, Kathleen Skerrett
- Business: Dean, Nancy Baganoff
- Professional and Continuing Studies: Dean, Jamelle Wilson
- Law: Dean, Wendy Perdue
- Leadership Studies: Dean, Sandra J Peart

If the complaint is against one of the designated University officials, the Complainant should contact the President of the University, who will designate a representative of the University to handle the matter. If the complaint is against the dean of a student's residential college, then the Complainant should contact the Associate Vice President for the Department of Human Resource Services.

The Informal Discussion can help with any or all of the following options:

- Assisting the Complainant to determine if the behavior violates the Policy, or to learn more about the Policy;
- Conducting an informal investigation with the effect and goal of ending the alleged behavior in an effective and expeditious manner;
- Contacting the supervisor of the alleged offender and requesting assistance to stop the behavior;
- Meeting with the individual whose behavior is alleged to be offensive or unwelcome, and discussing the situation to make it clear that the behavior is offensive or unwelcome and should cease.

Based on the Informal Discussion, the University official will determine what additional action, if any, is necessary.

The Informal Discussion process will last as long as the Complainant deems it desirable to continue to meet with University officials, but usually the University will try to resolve the problem at this early stage within ten (10) working days. Most complaints can be resolved at this stage. If not satisfied with the resolution from the Informal Discussion, then the Complainant may proceed to the Formal Complaint process described below.

B. Procedures for Formal Resolution

A Complainant may omit the Informal Discussion process entirely and file a Formal Complaint with the Associate Vice President for the Department of Human Resource Services (hereafter the Associate Vice President). Formal Complaints alleging violation of the Policy must be filed in the Associate Vice President's office in a timely manner, ordinarily within thirty (30) days of the offending conduct, or shortly after the conclusion of the Informal Discussion process, usually within ten (10) working days.

The Formal Complaint must be in writing and must set forth:

1. A statement that the Complainant intends that this document shall constitute a Formal Complaint;
2. Date or approximate date on which the alleged behavior occurred;
3. Identity of the person(s) purportedly responsible;
4. Specific descriptions of the alleged behavior;
5. All witnesses and evidence supporting the complaint, including attaching any tangible evidence or documentation;
6. Complainant's name and signature.

The Respondent will have ten (10) working days after receiving the Formal Complaint to file a written Response in the Associate Vice President's office.

The Associate Vice President, or her/his designee, will review the Formal Complaint and Response. An investigation, including relevant interviews, will be conducted. The Associate Vice President, or her/his designee, will prepare a written report of the Formal Complaint Findings (Findings) as expeditiously as possible, usually within forty-five (45) days from the date that the Formal Complaint was filed, and will deliver the Findings to the Complainant and Respondent. The written report will include the Associate Vice President's or her/his designee's conclusions with respect to the Formal Complaint and will make a final determination as to what action, if any, is necessary. Either party may appeal from the Findings within the time period and in the method described below.

All provisions in this Grievance Procedure for notifying all parties of Findings and recommendations will be followed so long as the University determines that there are no violations of state or federal privacy laws, including, but not limited to, the Family Educational Rights and Privacy Act.

If no appeal is filed within the designated time period, then the Findings will be final. The Associate Vice President will then work with other University officials to enforce the Findings. If no appeal is filed, then no party will have a right to pursue any other University grievance procedures.

C. Appeal from Formal Complaint Decision

Either the Complainant or the Respondent may initiate an appeal from the Formal Complaint Findings. The appeal must be filed with the Associate Vice President's office within ten (10) working days from the date of the Findings.

The appeal must be in writing and must set forth:

1. Substantive reason(s) for the appeal;
2. The identity of all witnesses;
3. Any new information.

The responding party must file a written response to the appeal with the Associate Vice President's office within five (5) working days after receiving the appeal, and must set forth:

1. A response to the appeal allegations;
2. The identity of all witnesses.

Within five working days after receiving the appeal, the Associate Vice President will assemble the Resolution Committee, which will be formed solely for the purpose of resolving disputes alleging violations of the Policy. The Resolution Committee members will be chosen by the President, who will select two students, two staff members and two faculty members from the Judicial Pool.

The Judicial Pool is constituted at the beginning of each year to provide a pool of faculty, staff and students to serve on the Resolution Committee (defined in this document for the purpose of this Policy) and Hearing Boards for matters of Policy violations. The faculty members are elected each year by their respective schools, two each from Arts and Sciences, Business, Leadership Studies, Law and Professional and Continuing Studies. Five staff members are designated by the Associate Vice President at the beginning of each year as part of the pool. Student members of the pool are the chairs of the Richmond College Judicial Council, the Westhampton College Judicial Council, and the chairs of the Honor Councils for Richmond and Westhampton Colleges, the Business and Law Schools and the School of Professional and Continuing Studies.

The Resolution Committee will be charged with the responsibility of conducting a fair and unbiased hearing within fifteen (15) working days after being assembled. It will have access to all available information pertaining to the complaint. The Resolution Committee will accept and review written statements submitted by the Complainant and Respondent and other relevant individuals. At its discretion, it may also entertain oral testimony from witnesses.

The general outline of the hearing, which will be tape recorded, will be as follows:

1. The Resolution Committee will review the Formal Complaint, if applicable, Response, Written Appeal and all other available information;

2. The Complainant will have the opportunity to present the complaint and any attending circumstances;

3. The Respondent will have the opportunity to present a response and any attending circumstances;

4. The Resolution Committee may request specific individuals to appear before it and may also implement additional procedures as it deems necessary for a fair and equitable process;

5. Other than witnesses, only the Complainant, Respondent, Associate Vice President (or her/his designee) and members of the Resolution Committee may be present during the hearing; except that the Complainant and/or Respondent may be accompanied by a non-participating support person such as a member of the CAPS staff, but neither may be represented by legal counsel in these procedures;

6. The Resolution Committee will deliberate, in private and outside the presence of any other individuals, and render its collective Recommendations in writing within ten (10) working days after the conclusion of the hearing.

The Resolution Committee's Recommendations will be forwarded to the Associate Vice President, who will notify the Complainant and Respondent of the Recommendations, subject to applicable privacy laws. Each party will have five (5) working days to submit to the Associate Vice President written comments on the Recommendations.

The Associate Vice President will then forward the Recommendations, the investigative materials, including the hearing evidence, and the comments by the Complainant and Respondent, if any, to the following (depending on whether the Resolution Committee recommended action against a student, staff member or faculty member):

Students: Vice President of Student Affairs, Dr. Stephen Bisese

Staff: Vice President for Business and Finance, Mr. David B. Hale

Faculty: President of the University, Dr. Ronald Crutcher

Determinations as to the action or inaction based on the Recommendations will be made by these University officers, as applicable. These officers may use their discretion in seeking any additional information or advice before rendering a final decision. The decision will be made within thirty (30) days from the date of the Recommendations. The decision made by each of these individuals is final; provided, however, that if the Resolution Committee recommends termination of a faculty member and the Recommendation is accepted by the President, the

University of Richmond School of Continuing Studies

normal "termination for cause" procedures defined in the Faculty Handbook will be followed.

Country Guides

Country Guides: <http://www.commisceo-global.com/country-guides>

Argentina Guide

Guide to Language, Culture, Customs and Etiquette

Welcome to our guide to Argentina. This is useful for anyone researching Argentine culture, customs, manners, etiquette, values and wanting to understand the people better. You may be going to Argentina on business, for a visit or even hosting Argentinian colleagues or clients in your own country. Remember this is only a very basic level introduction and is not meant to stereotype all Argentine people you may meet!

Facts and Statistics

Location: South America, borders with Bolivia 832 km, Brazil 1,224 km, Chile 5,150 km, Paraguay 1,880 km, Uruguay 579 km Capital: Buenos Aires

Climate: mostly temperate; arid in southeast; sub-antarctic in southwest

Population: 43,024,374 (July 2014 est.)

Ethnic Make-up: white (mostly Spanish and Italian) 97%, mestizo, Amerindian, or other non white groups 3%

Government: Republic

Language in Argentina

Although Argentina's official language is Spanish, Argentinian Spanish is different from the Spanish spoken in Spain. In some ways it sounds more like Italian than Spanish. There are also many other languages spoken in Argentina, including Italian, German, English and French. Indigenous languages that are spoken today include Tehuelche, Guarani and Quechua.

Argentinean Society & Culture

Europeans or Latin Americans?

- Most Argentines are primarily of European descent, which separates them from other Latin American countries where European and Indian cultures are more mixed.
- Culturally and emotionally, Argentines often seem more European than Latin American.

Argentinean Family Values

- The family is the centre of Argentine life with extended families still having prominence.
- The heads of powerful families command widespread respect, but with this comes a responsibility to care for others in terms of security, jobs, etc and to maintain personal and family honour.
- Honour is in all respects the be all and end all and it routinely affects day-to-day life at home, in the community and in business.

Religion in Argentina

- The Argentine constitution guarantees religious freedom.
- Roman Catholicism acts as the official state religion.
- Other world religions, notably Islam, are gaining a foothold within the country during the last ten to fifteen years.

Expressive Communication Style

- Argentines are on the whole open, blunt, and direct, yet are able to remain tactful and diplomatic.

University of Richmond School of Continuing Studies

- Argentines are a warm peoples and their unreservedness brings to the fore their passion and sentimentality.
- In addition they are close communicators physically so will often touch each other when speaking and maintain little physical distance between speakers.

General Etiquette and Customs

Meeting Etiquette

- Initial greetings are formal and follow a set protocol of greeting the eldest or most important person first.
- A standard handshake, with direct eye contact and a welcoming smile will suffice.
- Maintaining eye contact indicates interest.
- In general, Argentines prefer third-party introductions, so you should wait for your host or hostess to introduce you to others at a small gathering.
- When leaving, say good-bye to each person individually.

Gift Giving Etiquette

- If invited to dinner at an Argentine's home bring a small gift for the hostess.
- Since taxes on imported spirits are extremely high, a bottle of imported spirits is always well received.
- Do not give knives or scissors as they indicate a desire to sever the relationship.
- Gifts are opened immediately.

Dining Etiquette

- If you are invited to an Argentine home:
- Dress well. Men should wear a jacket and tie. Women should wear a dress or a skirt and blouse.
- Arrive 30 to 45 minutes later than invited for a dinner party. Arriving on time is not the norm.
- Telephone your hosts the following day to thank them.

Watch your Table Manners!

- Wait for the host or hostess to tell you where to sit. There may be a seating plan.
- Table manners are Continental - hold the fork in the left hand and the knife in the right while eating.
- Do not begin eating until the hostess invites you to do so.
- Always keep your hands visible when eating, but do not rest your elbows on the table.
- Wait for a toast to be made before taking the first sip of your drink.
- It is considered polite to leave a small amount of food on your plate when you have finished eating.
- When you have finished eating, place your knife and fork across your plate with the prongs facing down and the handles facing to the right.
- Pouring wine is beset with many rituals and cultural taboos. If at all possible, avoid pouring wine.

Business Etiquette, Customs and Protocol in Argentina

Relationships & Communication

- Argentina is a relationship-driven culture, so it is important to build networks and use them.
- Argentines maintain and use an intricate network of family and friends to call upon for help, favours or assistance.
- If a favour is done for you, you will eventually be called upon to re-pay it.
- Name-dropping and nepotism do not have the negative connotations as it has in the West and can be used to your advantage.
- Above all Argentines like to do business with people they know and trust.
- They prefer face-to-face meetings rather than by telephone or in writing, which are seen as impersonal.

University of Richmond School of Continuing Studies

- Once a relationship has developed, their loyalty will be to you rather than to the company you represent.
- Looking good in the eyes of others is important to Argentines. Therefore, they will judge you not only on what you say, but also on the way you present yourself.
- Avoid confrontation. Argentines do not like publicly admitting they are incorrect.
- It is imperative to show deference and respect to those in positions of authority. When dealing with people at the same level, communication can be more informal.
- Be alert for nuances and hidden meanings. It is a good idea to repeat details, as you understand them to confirm that you and your business colleagues are in agreement.

Business Meeting Etiquette

- Appointments are necessary and should be made 1 to 2 weeks in advance, preferably by e-mail or telephone.
- Avoid January and February, which are their vacation times; the middle weeks of July, which is when many go skiing; and during the two weeks before and after Christmas.
- You should arrive on time for meetings, although the person you are meeting may not be punctual.
- In some older, more bureaucratic organizations, the more important the person you are meeting, the longer they keep you waiting.
- Do not immediately begin discussing business. Small talk helps establish a rapport.
- The person you are meeting with may accept telephone calls and attend to other business while you are there.
- Have all printed material available in both English and Spanish.
- Decisions are not reached at meetings. Meetings are for discussion and to exchange ideas.

Business Negotiations

- Argentines expect to deal with people of similar status.
- Hierarchy is important. Decisions are made at the top of the company. Business moves slowly because it is extremely bureaucratic. Decisions often require several layers of approval.
- Argentines have a difficult time disagreeing, so do not think that things are going well simply because no one is challenging what you say.

What to Wear?

- Business attire is formal and conservative, yet stylish.
- Men should wear dark coloured, conservative business suits.
- Women should wear elegant business suits or dresses.
- Good quality accessories are important for both sexes.
- Dress well if you want to make a good impression.

Business Card Etiquette

- Business cards are given without formal ritual.
- Have one side of your business card translated into Spanish.
- Present your business card so the Spanish side faces the recipient.

Australia Guide

Culture, Customs and Etiquette

Welcome to our guide to Australia. This is useful for anyone researching Australian culture, customs, manners, etiquette, values and wanting to understand the people better. You may be going to Australia on business, for a visit or even hosting Australian colleagues or clients in your own country. Remember this is only a very basic level introduction and is not meant to stereotype all Aussie people you may meet!

Facts and Statistics

University of Richmond School of Continuing Studies

Location: Oceania, continent between the Indian Ocean and the South Pacific Ocean

Capital: Canberra

Climate: Generally arid to semiarid; temperate in south and east; tropical in north

Population: 22,507,617 (July 2014 est.)

Ethnic Make-up: Caucasian 92%, Asian 7%, aboriginal and other 1%

Religions: Anglican 26.1%, Roman Catholic 26%, other Christian 24.3%, non-Christian 11%, other 12.6%

Government: democratic, federal-state system recognizing the British monarch as sovereign

Languages in Australia

English is the primary language used in Australia. Yet their colourful vocabulary, accent, phonetics system and slang ('Strine') can take a lot of getting used to. In 1788, there were about 250 separate Aboriginal languages spoken in Australia, plus dialects. Today, only two thirds of these languages survive and only 20 of them (eight per cent of the original 250) are still strong enough to have chance of surviving well into the next century. In addition to these there are also the languages of immigrants from Europe, the Middle East and Asia.

Australian Society & Culture

Aussie Modesty

- Australians are very down to earth and always mindful of not giving the impression that they think they are better than anyone else.
- They value authenticity, sincerity, and loathe pretentiousness.
- Australians prefer people who are modest, humble, self-deprecating and with a sense of humour.
- They do not draw attention to their academic or other achievements and tend to distrust people who do.
- They often downplay their own success, which may make them appear not to be achievement-oriented.

Mates

- Australians place a high value on relationships.
- With a relatively small population, it is important to get along with everyone, since you never know when your paths may cross again.
- This leads to a win-win negotiating style, since having everyone come away with positive feelings helps facilitate future business dealings.

A Multi-Cultural Society

- The initial population of Australia was made up of Aborigines and people of British and Irish descent.
- After World War II there was heavy migration from Europe, especially from Greece, Italy, Germany, the Netherlands, Yugoslavia, Lebanon, and Turkey.
- This was in response to the Australian policy of proactively trying to attract immigrants to boost the population and work force.
- In the last thirty years, Australia has liberalised its immigration policy and opened its borders to South East Asia.

- This has caused a real shift in self-perception as Aussies begin to re-define themselves as a multi-cultural and multi-faith society rather than the old homogenous, white, Anglo- Saxon, Protestant nation.

Australian Etiquette & Customs

Meeting Etiquette

- Australians are not very formal so greetings are casual and relaxed.
- A handshake and smile suffices.
- While an Australian may say, 'G'day' or 'G'day, mate', this may sound patronizing from a foreigner.
- Visitors should simply say, 'Hello' or 'Hello, how are you?'
- Aussies prefer to use first names, even at the initial meeting

Gift Giving Etiquette

- Small gifts are commonly exchanged with family members, close friends, and neighbours on birthdays and Christmas.
- Trades people such as sanitation workers may be given a small amount of cash, or more likely, a bottle of wine or a six-pack of beer!
- If invited to someone's home for dinner, it is polite to bring a box of chocolates or flowers to the hostess. A good quality bottle of wine is always appreciated.
- Gifts are opened when received.

Dining Etiquette

- Many invitations to an Aussies home will be for a 'barbie' (BBQ).
- Guests to a barbeque typically bring wine or beer for their personal consumption. In some cases, very informal barbecues may suggest that you bring your own meat!
- Arrive on time if invited to dinner; no more than 15 minutes late if invited to a barbeque or a large party.
- Contact the hostess ahead of time to see if she would like you to bring a dish.
- Offer to help the hostess with the preparation or clearing up after a meal is served.

Watch your table manners!

- Table manners are Continental -- hold the fork in the left hand and the knife in the right while eating.
- Indicate you have finished eating by laying your knife and fork parallel on your plate with the handles facing to the right.
- Keep your elbows off the table and your hands above the table when eating.

Business Etiquette and Customs in Australia

Relationships & Communication

- Australians are very matter of fact when it comes to business so do not need long- standing personal relationships before they do business with people.
- Australians are very direct in the way they communicate.
- There is often an element of humour, often self-deprecating, in their speech.
- Aussies often use colourful language that would be unthinkable in other countries.

Business Meeting Etiquette

- Appointments are necessary and relatively easy to schedule.
- They should be made with as much lead time as possible.
- Punctuality is important in business situations. It is better to arrive a few minutes early than to keep someone waiting.
- Meetings are generally relaxed; however, they are serious events.
- If an Australian takes exception to something that you say, they will tell you so.
- If you make a presentation, avoid hype, making exaggerated claims, or bells and whistles.

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- Present your business case with facts and figures. Emotions and feelings are not important in the Australian business climate.

Negotiating and Decision Making

- Australians get down to business quickly with a minimum amount of small talk.
- They are quite direct and expect the same in return. They appreciate brevity and are not impressed by too much detail.
- Negotiations proceed quickly. Bargaining is not customary. They will expect your initial proposal to have only a small margin for negotiation.
- They do not like high-pressure techniques.
- Decision-making is concentrated at the top of the company, although decisions are made after consultation with subordinates, which can make decision making slow and protracted.

What to wear?

- Business dress is conservative in Melbourne and Sydney.
- Men should wear a dark coloured, conservative business suit.
- Women should wear a smart dress or a business suit.
- In Brisbane or other tropical areas, depending on the job function and company culture, men may wear shirts, ties and Bermuda shorts.

Business Cards

- Business cards are exchanged at the initial introduction without formal ritual.
- If you are not given a business card, it is not an insult; the person simply may not have one.

Chile Guide

Language, Culture, Customs and Etiquette

Welcome to our guide to Chile. This is useful for anyone researching Chilean culture, customs, manners, etiquette, values and wanting to understand the people better. You may be going to Chile on business, for a visit or even hosting Chilean colleagues or clients in your own country. Remember this is only a very basic level introduction and is not meant to stereotype all Chileans you may meet!

Facts and Statistics

Location: Southern South America, bordering the South Pacific Ocean, between Argentina and Peru

Capital: Santiago

Population: 17,363,894 (July 2014 est.)

Ethnic Groups: white and white-Amerindian 95%, Amerindian 3%, other 2%

Religions: Roman Catholic 89%, Protestant 11%, Jewish NEGL%

Language in Chile

Spanish is the official language of Chile. There are also quite a few indigenous languages such as Mapudungun (spoken between the Itata and Tolten rivers) and Aymara (spoken in the mountains of the north).

Chilean Culture & Society

Religion

- Most Chileans are Roman Catholics.

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- The religion has played a large role in defining social and political life.
- Religious instruction in public schools is almost exclusively Roman Catholic.
- Abortion is actually illegal due to the influence of the Church.
- Divorce was illegal until 2004.
- Most national holidays are religious in nature.
- Chileans of more mature generations still celebrate their saint's day as much as they do their own birthday.

The Role of the Family

- The family occupies a central role in Chilean life.
- Extended families are very close and will frequently congregate for major occasions and celebrations.
- Family and business are intertwined to the extent that nepotism is seen as a positive concept.
- Many small firms will be 100% family run.

Class Structure

- Chilean history has had a large influence on modern day class lines.
- Generally speaking, class is drawn along financial lines.
- Today's wealthiest class are more or less the same land owning families of before.
- A middle class has developed of late and now accounts for nearly a half of the population.
- Classes are fluid and it is possible to move either upwards or downwards depending on your salary.

Social Profiling

- Due to class structures it is commonplace for people to try and deduce another's position in the social rank.
- This is primarily done through external appearances, i.e. dress, etc.
- As a result they present themselves in the best possible way.

Etiquette and Customs in Chile

Meeting & Greeting

- Men will usually shake hands.
- Women generally pat each other on the right forearm or shoulder.
- These are always accompanied by the appropriate greeting for the time of day - "buenos dias" (good morning), "buenas tardes" (good afternoon) or "buenas noches"(good evening).
- Between friends and family things will relax and become more unreserved - men may embrace and energetically pat each other on the back whilst women will kiss once on the right cheek.
- Always let your Chilean counterpart progress to this stage of formality.
- Like many South Americans, Chileans use both their maternal and paternal surnames. The father's surname is listed first and is the one used in conversation.
- If you know of any titles always try to use them.
- If no title exists then simply use "Senor" (male) or "Senora" (female) followed by the surname.
- When addressing older people with whom you have a personal relationship, who may be referred to as "don" (male) or "dona" (female) with their first name.
- First names are used between close friends - wait until invited to move to a first name basis.

Gift Giving Etiquette

Some general etiquette guidelines include:

- If invited to a Chilean's home, take sweets/chocolates or wine for the hostess.
- Send flowers in advance.
- Do not give yellow roses as they indicate contempt.
- Do not give purple or black flowers as they symbolize death.
- Do not give scissors or knives as they indicate you want to sever the relationship.
- For a young girl's 15th birthday, a gift of gold jewellery is the norm.

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- Gifts are opened when received.

Dining Etiquette

- Dining etiquette can be quite formal in Chile.
- As a general rule, observe and follow if ever unsure.
- Here are some basic dining etiquette guidelines:
- When sitting wait to be shown to your place.
- Women sit before men.
- The hostess invites people to eat.
- Keep your hands visible when eating. Keep your wrists resting on the edge of the table.
- Always use utensils to eat.
- Avoid speaking with eating utensils in your hands.
- It is considered polite to finish everything on your plate.
- Wait for a toast to be made before taking the first sip of your drink.
- The host makes the first toast.
- The most common toast is "Salud!"
- When you lift your glass, look at the person being toasted.
- Pour wine with the right hand only.

Business Etiquette and Protocol in Chile

Meeting and Greeting

- Chileans like an element of formality in all they do.
- A firm handshake accompanied with a smile and appropriate greeting is normal in a business setting.
- Direct eye contact is important.
- Some women may not shake hands with men, although this is becoming less common.
- Chileans stand very close when conversing.
- Always use surnames and titles - wait to be invited to use someone's first name.
- Business cards are exchanged on the initial meeting at the very start.
- Try and have one side translated into Spanish.
- Keep cards in good condition - a tatty card will reflect badly on you.

Business Meetings

- Chile has a relationship driven culture so initial meetings should be used to build a relationship and establish trust. Devote time to non-business discussions and wait for the other party to initiate the change in topic.
- Pay attention to hand movements - gestures change in meaning across cultures.
- It is common to interrupt someone while they are speaking.
- Meetings are not always linear in their progression. Schedules are not very structured and issues can be tackled all at the same time.
- It is important to be patient as time is not of the essence in Chile - meetings will last as long as they need to last.
- Remember that decisions are not made at meetings so it is important to provide all necessary information during the meeting.
- Chileans are generally indirect in their communication styles, but can become very animated and assertive when if they get emotional.
- Communication styles tend to be tuned to people's feelings. Confrontation is generally avoided in order not to jeopardize another's honour or dignity - it may therefore be necessary to read between the lines in order to fully understand what is really meant.
- Never openly criticize anyone.

China Guide

China - Language, Culture, Customs and Etiquette

Welcome to our guide to China. This is useful for anyone researching Chinese culture, customs, manners, etiquette, values and wanting to understand the people better. You may be going to China on business, for a visit or even hosting Chinese colleagues or clients in your own country. Remember this is only a very basic level introduction and is not meant to stereotype all Chinese people you may meet!

Facts and Statistics

Location: Eastern Asia bordering Afghanistan 76 km, Bhutan 470 km, Burma 2,185 km, India 3,380 km, Kazakhstan 1,533 km, North Korea 1,416 km, Kyrgyzstan 858 km, Laos 423 km, Mongolia 4,677 km, Nepal 1,236 km, Pakistan 523 km, Russia (northeast) 3,605 km, Russia (northwest) 40 km, Tajikistan 414 km, Vietnam 1,281 km

Capital: Beijing

Climate: extremely diverse; tropical in south to subarctic in north

Population: 1,355,692,576 (July 2014 est.)

Ethnic Make-up: Han Chinese 91.9%, Zhuang, Uygur, Hui, Yi, Tibetan, Miao, Manchu, Mongol, Buyi, Korean, and other nationalities 8.1%

Religions: Daoist (Taoist), Buddhist, Muslim 1%-2%, Christian 3%-4%

Government: Communist state

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The Chinese Language

Chinese is a family of closely-related but mutually unintelligible languages. These languages are known regional languages, dialects of Chinese or varieties of Chinese. In all over 1.2 billion people speak one or more varieties of Chinese.

All varieties of Chinese belong to the Sino-Tibetan family of languages and each one has its own dialects and sub-dialects, which are more or less mutually intelligible.

Why not learn some useful Mandarin or Cantonese phrases before your visit? Alternatively find out a bit more about the differences in the Chinese language and watch the video below.

Chinese Society & Culture

The Importance of "Face"

The concept of 'face' roughly translates as 'honour', 'good reputation' or 'respect'.

There are four types of 'face':

- 1) Diu-mian-zi: this is when one's actions or deeds have been exposed to people.
- 2) Gei-mian-zi: involves the giving of face to others through showing respect.
- 3) Liu-mian-zi: this is developed by avoiding mistakes and showing wisdom in action.
- 4) Jiang-mian-zi: this is when face is increased through others, i.e. someone complementing you to an associate.

It is critical you avoid losing face or causing the loss of face at all times.

Confucianism

Confucianism is a system of behaviours and ethics that stress the obligations of people towards one another based upon their relationship. The basic tenets are based upon five different relationships:

- Ruler and subject
- Husband and wife
- Parents and children
- Brothers and sisters
- Friend and friend

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- Confucianism stresses duty, sincerity, loyalty, honour, filial piety, respect for age and seniority. Through maintaining harmonious relations as individuals, society itself becomes stable.

Collectivism vs. Individualism

- In general, the Chinese are a collective society with a need for group affiliation, whether to their family, school, work group, or country.
- In order to maintain a sense of harmony, they will act with decorum at all times and will not do anything to cause someone else public embarrassment.
- They are willing to subjugate their own feelings for the good of the group.
- This is often observed by the use of silence in very structured meetings. If someone disagrees with what another person says, rather than disagree publicly, the person will remain quiet. This gives face to the other person, while speaking up would make both parties lose face.

Non-Verbal Communication

- Chinese non-verbal communication speaks volumes.
- Since the Chinese strive for harmony and are group dependent, they rely on facial expression, tone of voice and posture to tell them what someone feels.
- Frowning while someone is speaking is interpreted as a sign of disagreement. Therefore, most Chinese maintain an impassive expression when speaking.
- It is considered disrespectful to stare into another person's eyes. In crowded situations the Chinese avoid eye contact to give themselves privacy.

Chinese Etiquette and Customs

Etiquette in China

- Greetings are formal and the oldest person is always greeted first.
- Handshakes are the most common form of greeting with foreigners.
- Many Chinese will look towards the ground when greeting someone.
- Address the person by an honorific title and their surname. If they want to move to a first-name basis, they will advise you which name to use.
- The Chinese have a terrific sense of humour. They can laugh at themselves most readily if they have a comfortable relationship with the other person. Be ready to laugh at yourself given the proper circumstances.

Gift Giving Etiquette

In general, gifts are given at Chinese New Year, weddings, births and more recently (because of marketing), birthdays.

- The Chinese like food and a nice food basket will make a great gift.
- Do not give scissors, knives or other cutting utensils as they indicate the severing of the relationship.
- Do not give clocks, handkerchiefs or straw sandals as they are associated with funerals and death.
- Do not give flowers, as many Chinese associate these with funerals.
- Do not wrap gifts in white, blue or black paper.
- Four is an unlucky number so do not give four of anything. Eight is the luckiest number, so giving eight of something brings luck to the recipient.
- Always present gifts with two hands.
- Gifts are not opened when received.
- Gifts may be refused three times before they are accepted.

Dining Etiquette

- The Chinese prefer to entertain in public places rather than in their homes, especially when entertaining foreigners.
- If you are invited to their house, consider it a great honour. If you must turn down such an honour, it is considered polite to explain the conflict in your schedule so that your actions are not taken as a slight.

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- Arrive on time.
 - Remove your shoes before entering the house.
 - Bring a small gift to the hostess.
 - Eat well to demonstrate that you are enjoying the food!
 - Table manners:
 - Learn to use chopsticks.
 - Wait to be told where to sit. The guest of honour will be given a seat facing the door.
 - The host begins eating first.
 - You should try everything that is offered to you.
 - Never eat the last piece from the serving tray.
 - Be observant to other peoples' needs.
 - Chopsticks should be returned to the chopstick rest after every few bites and when you drink or stop to speak.
 - The host offers the first toast.
 - Do not put bones in your bowl. Place them on the table or in a special bowl for that purpose.
 - Hold the rice bowl close to your mouth while eating.
 - Do not be offended if a Chinese person makes slurping or belching sounds; it merely indicates that they are enjoying their food.
 - There are no strict rules about finishing all the food in your bowl.
- Tipping Etiquette: Tipping is becoming more commonplace, especially with younger workers although older workers still consider it an insult. Leaving a few coins is usually sufficient.
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Business Etiquette and Protocol in China

Relationships & Communication

- The Chinese don't like doing business with companies they don't know, so working through an intermediary is crucial. This could be an individual or an organization who can make a formal introduction and vouch for the reliability of your company.
- Before arriving in China send materials (written in Chinese) that describe your company, its history, and literature about your products and services. The Chinese often use intermediaries to ask questions that they would prefer not to make directly.
- Business relationships are built formally after the Chinese get to know you.
- Be very patient. It takes a considerable amount of time and is bound up with enormous bureaucracy.
- The Chinese see foreigners as representatives of their company rather than as individuals.
- Rank is extremely important in business relationships and you must keep rank differences in mind when communicating.
- Gender bias is nonexistent in business.
- Never lose sight of the fact that communication is official, especially in dealing with someone of higher rank. Treating them too informally, especially in front of their peers, may well ruin a potential deal.
- The Chinese prefer face-to-face meetings rather than written or telephonic communication.
- Meals and social events are not the place for business discussions. There is a demarcation between business and socializing in China, so try to be careful not to intertwine the two.

Business Meeting Etiquette

- Appointments are necessary and, if possible, should be made between one-to-two months in advance, preferably in writing.
- If you do not have a contact within the company, use an intermediary to arrange a formal introduction. Once the introduction has been made, you should provide the company with information about your company and what you want to accomplish at the meeting.
- You should arrive at meetings on time or slightly early. The Chinese view punctuality as a virtue. Arriving late is an insult and could negatively affect your relationship.
- Pay great attention to the agenda as each Chinese participant has his or her own agenda that they will attempt to introduce.
- Send an agenda before the meeting so your Chinese colleagues have the chance to meet with any technical experts prior to the meeting. Discuss the agenda with your translator/intermediary prior to submission.
- Each participant will take an opportunity to dominate the floor for lengthy periods without appearing to say very much of anything that actually contributes to the meeting. Be patient and listen. There could be subtle messages being transmitted that would assist you in allaying fears of on-going association.
- Meetings require patience. Mobile phones ring frequently and conversations tend to be boisterous. Never ask the Chinese to turn off their mobile phones as this causes you both to lose face.
- Guests are generally escorted to their seats, which are in descending order of rank. Senior people generally sit opposite senior people from the other side.
- It is imperative that you bring your own interpreter, especially if you plan to discuss legal or extremely technical concepts as you can brief the interpreter prior to the meeting.
- Written material should be available in both English and Chinese, using simplified characters. Be very careful about what is written. Make absolutely certain that written translations are accurate and cannot be misinterpreted.
- Visual aids are useful in large meetings and should only be done with black type on white background. Colours have special meanings and if you are not careful, your colour choice could work against you.

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- Presentations should be detailed and factual and focus on long-term benefits. Be prepared for the presentation to be a challenge.

Business Negotiation

- Only senior members of the negotiating team will speak. Designate the most senior person in your group as your spokesman for the introductory functions.
- Business negotiations occur at a slow pace.
- Be prepared for the agenda to become a jumping off point for other discussions.
- Chinese are non-confrontational. They will not overtly say 'no', they will say 'they will think about it' or 'they will see'.
- Chinese negotiations are process oriented. They want to determine if relationships can develop to a stage where both parties are comfortable doing business with the other.
- Decisions may take a long time, as they require careful review and consideration.
- Under no circumstances should you lose your temper or you will lose face and irrevocably damage your relationship.
- Do not use high-pressure tactics. You might find yourself outmanoeuvred.
- Business is hierarchical. Decisions are unlikely to be made during the meetings you attend.
- The Chinese are shrewd negotiators.
- Your starting price should leave room for negotiation.

What to Wear?

- Business attire is conservative and unpretentious.
- Men should wear dark coloured, conservative business suits.
- Women should wear conservative business suits or dresses with a high neckline.
- Women should wear flat shoes or shoes with very low heels.
- Bright colours should be avoided.

Business Cards

- Business cards are exchanged after the initial introduction.
- Have one side of your business card translated into Chinese using simplified Chinese characters that are printed in gold ink since gold is an auspicious colour.
- Your business card should include your title. If your company is the oldest or largest in your country, that fact should be on your card as well.
- Hold the card in both hands when offering it, Chinese side facing the recipient.
- Examine a business card before putting it on the table next to you or in a business card case.
- Never write on someone's card unless so directed.

Czech Republic Guide

Language, Culture, Customs and Etiquette

Facts and Statistics

Location: Central Europe, bordering Austria 362 km, Germany 646 km, Poland 658 km, Slovakia 215 km

Capital: Prague

Population: 10,627,448 (July 2014 est.)

Ethnic Make-up: Czech 81.2%, Moravian 13.2%, Slovak 3.1%, Polish 0.6%, German 0.5%, Silesian 0.4%, Roma 0.3%, Hungarian 0.2%, other 0.5% (1991)

Religions: Roman Catholic 39.2%, Protestant 4.6%, Orthodox 3%, other 13.4%, atheist 39.8%

The Czech Language

95% of the population speak Czech. 3% of the population speak Slovak, which is closely related to Czech. 2% of the population speak Czech but are also mother tongue speakers of German, Hungarian, Romani and Polish.

Czech Society & Culture

The Family

- The family is the centre of the social structure.
- Obligation to the family is a person's first priority.
- Practicality
- Czechs prize forward thinking, logical, practical, and efficient.
- Careful planning, in both one's business and personal life, provides a sense of security.
- Rules and regulations allow people to know what is expected and to plan their life accordingly.

Privacy

- Czechs are private people until they get to know you.
- They are formal and reserved.
- Once you develop a personal relationship Czechs open up a bit, but they are never overly emotional.
- Although always polite, they seldom move to a first-name basis with people outside their extended family or very close friends.
- Czechs tend not to acknowledge people whom they do not know as they walk along the street or ride the train.

Czech Etiquette and Customs

Meeting and Greeting

- Initial greetings are formal and reserved.
- Most greetings include a handshake, direct eye contact, and the appropriate greeting for the time of day.
- Wait to be invited before using someone's first name or an informal greeting, as these are all signs of friendship.
- The offer to move to the informal is generally offered by the woman, the older person, or the person of higher status.
- Moving to the informal without an invitation insults the person and may be viewed as an attempt to humiliate them.

Giving and Accepting Gifts

- If you are invited to dinner, bring a box of good quality chocolates, or flowers to the hostess or a bottle of wine or good brandy to the host.
- In general, you should be cautious about giving flowers, since people over the age of 35 often see flowers as having a romantic connotation.
- If you give flowers, give an odd number, but not 13, which is considered unlucky.
- Do not give calla lilies as they are used at funerals.
- Gifts are usually opened when received.

Dining Etiquette

- If you are visiting a Czech's house:
- Arrive on time.
- Remove your shoes..
- Expect to be treated with great honour and respect.
- Dress modestly and well.
- Do not discuss business. Czechs separate their business and personal lives.
- Table manners are rather formal in Czech Republic.
- Remain standing until invited to sit down. You may be shown to a particular seat.
- Table manners are Continental -- the fork is held in the left hand and the knife in the right while eating.
- Do not begin eating until the hostess starts.

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- Unless the meal is formal, the napkin remains folded next to the plate. At formal meals, the napkin is unfolded and put on your lap.
- The oldest woman or honoured guest is generally served first.
- Always refuse second helpings the first time they are offered. Wait for the hostess to insist.
- Compliment the meal while you are eating. This allows the hostess to discuss the food and the preparation.
- Indicate you have finished eating by laying your knife and fork parallel across the right side of your plate.

Business Etiquette and Protocol

Business Meetings

- Appointments are mandatory and should be made in advance.
- Letters should be addressed to the company rather than a specific person. This prevents a letter from being held up if the person it is addressed to is away from the office.
- Do not try to schedule meetings on Friday afternoon as many Czechs leave for their country cottages after lunch.
- Many businesses close during August.
- Punctuality for meetings is taken extremely seriously.
- Initial meetings are scheduled to get to know each other and to see if your Czech associates believe that you are trustworthy. The first meeting may be with a gatekeeper rather than the actual decision maker.
- Expect some small talk and getting-to-know-you conversation before business is discussed.
- Maintain direct eye contact while speaking.
- Do not remove your suit jacket unless the highest-ranking Czech does so.
- Presentations should be accurate, detailed and thorough.
- Have charts and figures to back up your claims.

Communication

- Czechs are both formal and somewhat indirect in their communication.
- They try not to purposely offend and will often go out of their way to protect someone's feelings.
- Czechs are non-confrontational and often take an indirect approach to business dealings.
- If they lower their eyes and become silent they are uncomfortable with something you have said.

Negotiating

- It will take several meetings for your Czech business associates to become familiar with you and appear comfortable and . Politeness prevents many Czechs from giving an absolute 'no'. However, statements such as 'It is difficult' or 'We will see' are often negatives.
- Business is conducted slowly. You will have to be patient and not appear ruffled by the strict adherence to protocol.
- Business is hierarchical. Decision-making power is held at the top of the company. Decisions are reached slowly.
- It may take several visits to reach a decision.
- Avoid high-pressure tactics.
- Czechs generally offer what they expect to get and do not often give counter-offers.

France Guide

French Culture, Customs and Etiquette

Welcome to our guide to France. This is useful for anyone researching French culture, customs, manners, etiquette, values and wanting to understand the people better. You may be going to

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France on business, for a visit or even hosting French colleagues or clients in your own country. Remember this is only a very basic level introduction and is not meant to stereotype all French people you may meet!

Facts and Statistics

Location: Western Europe, bordering Andorra 56.6 km, Belgium 620 km, Germany 451 km, Italy 488 km, Luxembourg 73 km, Monaco 4.4 km, Spain 623 km, Switzerland 573 km

Capital: Paris

Climate: generally cool winters and mild summers, but mild winters and hot summers along the Mediterranean; occasional strong, cold, dry, north-to-northwesterly wind known as mistral

Population: 66,259,012 (2014 est.)

Ethnic Make-up: Celtic and Latin with Teutonic, Slavic, North African, Indochinese, Basque minorities

Religions: Roman Catholic 83%-88%, Protestant 2%, Jewish 1%, Muslim 5%-10%, unaffiliated 4%

Government: republic

Languages in France

French, the official language, is the first language of 88% of the population.

Most of those who speak minority languages also speak French, as the minority languages are given no legal recognition. 3% of the population speak German dialects, predominantly in the eastern provinces of Alsace-Lorraine and Moselle.

Flemish is spoken by around 90,000 people in the northeast, which is 0.2% of the French population. Around 1m people near the Italian border, roughly 1.7% of the population, speaks Italian. Basque is spoken by 0.1% and mainly along the French-Spanish border.

Catalan dialects are spoken in the French Pyrenees by around 260,000 people or 0.4% of the French population.

The Celtic language, Breton, is spoken by 1.2% and mainly in the north west of France. These three languages have no official status within France.

In the South of France, over 7m speak Occitan dialects, representing 12% of the population of France, but these dialects have no official status. Nor too does Corsu, the dialect of the island of Corsica that is closely related to Tuscan and is spoken by 0.3%.

Arabic, the third largest minority language, is spoken by around 1.7% of the population throughout the country. Other immigrant languages from the former French colonies include Kabyle and Antillean Creole.

French Society & Culture

Cuisine

- Food is one of the great passions of the French people.
- French cooking is highly refined and involves careful preparation, attention to detail, and the use of fresh ingredients.
- It varies by region and is heavily influenced by what is grown locally.

French Family Values

- The family is the social adhesive of the country and each member has certain duties and responsibilities.
- The extended family provides both emotional and financial support.
- Despite their reputation as romantics, the French have a practical approach towards marriage.
- Families have few children, but parents take their role as guardians and providers very seriously.

Relationships - Public vs. Private

- The French are private people and have different rules of behaviour for people within their social circle and those who are not.

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- Although the French are generally polite in all dealings, it is only with their close friends and family that they are free to be themselves.
- Friendship brings with it a set of roles and responsibilities, including being available should you be needed. Friendship involves frequent, if not daily, contact.

Etiquette & Customs in France

Meeting Etiquette

- The handshake is a common form of greeting.
- Friends may greet each other by lightly kissing on the cheeks, once on the left cheek and once on the right cheek.
- First names are reserved for family and close friends. Wait until invited before using someone's first name.
- You are expected to say 'bonjour' or 'bonsoir' (good morning and good evening) with the honorific title Monsieur or Madame when entering a shop and 'au revoir' (good-bye) when leaving.
- If you live in an apartment building, it is polite to greet your neighbours with the same appellation.

Gift Giving Etiquette

- Flowers should be given in odd numbers but not 13, which is considered unlucky.
- Some older French retain old-style prohibitions against receiving certain flowers: White lilies or chrysanthemums as they are used at funerals; red carnations as they symbolize bad will; any white flowers as they are used at weddings.
- Prohibitions about flowers are not generally followed by the young. When in doubt, it is always best to err on the side of conservatism.
- If you give wine, make sure it is of the highest quality you can afford. The French appreciate their wines.
- Gifts are usually opened when received.

Dining Etiquette

If you are invited to a French house for dinner:

- Arrive on time. Under no circumstances should you arrive more than 10 minutes later than invited without telephoning to explain you have been detained.
- The further south you go in the country, the more flexible time is.
- If invited to a large dinner party, especially in Paris, send flowers the morning of the occasion so that they may be displayed that evening.
- Dress well. The French are fashion conscious and their version of casual is not as relaxed as in many western countries.

Table manners

- Table manners are Continental -- the fork is held in the left hand and the knife in the right while eating.
- If there is a seating plan, you may be directed to a particular seat.
- Do not begin eating until the hostess says 'bon appetit'.
- If you have not finished eating, cross your knife and fork on your plate with the fork over the knife.
- Do not rest your elbows on the table, although your hands should be visible and not in your lap.
- Finish everything on your plate.
- Do not cut salad with a knife and fork. Fold the lettuce on to your fork.
- Peel and slice fruit before eating it.
- Leave your wine glass nearly full if you do not want more.

Business Etiquette and Protocol in France

Relationships & Communication

- French business behaviour emphasizes courtesy and a degree of formality.
- Mutual trust and respect is required to get things done.

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- Trust is earned through proper behaviour.
- Creating a wide network of close personal business alliances is very important.
- If you do not speak French, an apology for not knowing their language may aid in developing a relationship.
- It is always a good idea to learn a few key phrases, since it demonstrates an interest in a long-term relationship.
- The way a French person communicates is often predicated by their social status, education level, and which part of the country they were raised.
- In business, the French often appear extremely direct because they are not afraid of asking probing questions.
- Written communication is formal. Secretaries often schedule meetings and may be used to relay information from your French business colleagues.

Business Meetings Etiquette

- Appointments are necessary and should be made at least 2 weeks in advance.
- Appointments may be made in writing or by telephone and, depending upon the level of the person you are meeting, are often handled by the secretary.
- Do not try to schedule meetings during July or August, as this is a common vacation period.
- If you expect to be delayed, telephone immediately and offer an explanation.
- Meetings are to discuss issues, not to make decisions.
- Avoid exaggerated claims, as the French do not appreciate hyperbole.

Business Negotiation

- French business emphasizes courtesy and a fair degree of formality.
- Wait to be told where to sit.
- Maintain direct eye contact while speaking.
- Business is conducted slowly. You will have to be patient and not appear ruffled by the strict adherence to protocol.
- Avoid confrontational behaviour or high-pressure tactics. It can be counterproductive.
- The French will carefully analyze every detail of a proposal, regardless of how minute.
- Business is hierarchical. Decisions are generally made at the top of the company.
- The French are often impressed with good debating skills that demonstrate an intellectual grasp of the situation and all the ramifications.
- Never attempt to be overly friendly. The French generally compartmentalize their business and personal lives.
- Discussions may be heated and intense.
- High-pressure sales tactics should be avoided. The French are more receptive to a low-key, logical presentation that explains the advantages of a proposal in full.
- When an agreement is reached, the French may insist it be formalized in an extremely comprehensive, precisely worded contract.

Dress Etiquette

- Business dress is understated and stylish.
- Men should wear dark-coloured, conservative business suits for the initial meeting. How you dress later is largely dependent upon the personality of the company with which you are conducting business.
- Women should wear either business suits or elegant dresses in soft colours.
- The French like the finer things in life, so wear good quality accessories.

Business Cards

- Business cards are exchanged after the initial introductions without formal ritual.
- Have the other side of your business card translated into French. Although not a business necessity, it demonstrates an attention to detail that will be appreciated.
- Include any advanced academic degrees on your business card.
- French business cards are often a bit larger than in many other countries.

Germany Guide

German Language, Culture and Etiquette

Welcome to our guide to Germany. This is useful for anyone researching German culture, customs, manners, etiquette, values and wanting to understand the people better. You may be going to Germany on business, for a visit or even hosting German colleagues or clients in your own country. Remember this is only a very basic level introduction and is not meant to stereotype all German people you may meet!

Facts and Statistics

Location: Central Europe, bordering Austria 784 km, Belgium 167 km, Czech Republic 646 km, Denmark 68 km, France 451 km, Luxembourg 138 km, Netherlands 577 km, Poland 456 km, Switzerland 334 km

Capital: Berlin

Climate: temperate and marine; cool, cloudy, wet winters and summers; occasional warm mountain (foehn) wind

Population: 80,996,685 (2014 est.)

Ethnic Make-up: German 91.5%, Turkish 2.4%, other 6.1% (made up largely of Greek, Italian, Polish, Russian, Serbo-Croatian, Spanish)

Religions: Protestant 34%, Roman Catholic 34%, Muslim 3.7%, unaffiliated or other 28.3%

Government: federal republic

Languages in Germany

The official language of Germany is German, with over 95% of the population speaking German as their first language. Minority languages include Sorbian, spoken by 0.09% in the east of Germany; North and West Frisian, spoken around the Rhine estuary by around 10,000 people, or 0.01%, who also speak German.

Danish is spoken by 0.06%, mainly in the area along the Danish border. Romani, an indigenous language is spoken by around 0.08%.

Immigrant languages include Turkish, which is spoken by around 1.8%, and Kurdish, by 0.3%.

German Society & Culture

A Planning Culture

- In many respects, Germans can be considered the masters of planning.
- This is a culture that prizes forward thinking and knowing what they will be doing at a specific time on a specific day.
- Careful planning, in one's business and personal life, provides a sense of security.
- Rules and regulations allow people to know what is expected and plan their life accordingly.
- Once the proper way to perform a task is discovered, there is no need to think of doing it any other way.
- Germans believe that maintaining clear lines of demarcation between people, places, and things is the surest way to lead a structured and ordered life.
- Work and personal lives are rigidly divided.
- There is a proper time for every activity. When the business day ends, you are expected to leave the office. If you must remain after normal closing, it indicates that you did not plan your day properly.

The German Home

- Germans take great pride in their homes.

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- They are kept neat and tidy at all times, with everything in its appointed place.
- In a culture where most communication is rather formal, the home is the place where one can relax and allow your individualism to shine.
- Only close friends and relatives are invited into the sanctity of the house, so it is the one place where more informal communication may occur.
- There are many unwritten rules surrounding the outward maintenance of one's home.
- It is imperative that common areas such as sidewalks, pavements, corridors (in apartments), and steps be kept clean at all times.

German Etiquette & Customs

Meeting Etiquette

- Greetings are formal.
- A quick, firm handshake is the traditional greeting.
- Titles are very important and denote respect. Use a person's title and their surname until invited to use their first name. You should say Herr or Frau and the person's title and their surname.
- In general, wait for your host or hostess to introduce you to a group.
- When entering a room, shake hands with everyone individually, including children.

Gift Giving Etiquette

- If you are invited to a German's house, bring a gift such as chocolates or flowers.
- Yellow roses or tea roses are always well received.
- Do not give red roses as they symbolize romantic intentions.
- Do not give carnations as they symbolize mourning.
- Do not give lilies or chrysanthemums as they are used at funerals.
- If you bring wine, it should be imported, French or Italian. Giving German wines is viewed as meaning you do not think the host will serve a good quality wine.
- Gifts are usually opened when received.

Dining Etiquette

If you are invited to a German's house:

- Arrive on time as punctuality indicates proper planning. Never arrive early.
- Never arrive more than 15 minutes later than invited without telephoning to explain you have been detained.
- Send a handwritten thank you note the following day to thank your hostess for her hospitality.

Table manners

- Remain standing until invited to sit down. You may be shown to a particular seat.
- Table manners are Continental -- the fork is held in the left hand and the knife in the right while eating.
- Do not begin eating until the hostess starts or someone says 'guten appetit' (good appetite).
- At a large dinner party, wait for the hostess to place her napkin in her lap before doing so yourself.
- Do not rest your elbows on the table.
- Do not cut lettuce in a salad. Fold it using your knife and fork.
- Cut as much of your food with your fork as possible, since this compliments the cook by indicating the food is tender.
- Finish everything on your plate.
- Rolls should be broken apart by hand.
- Indicate you have finished eating by laying your knife and fork parallel across the right side of your plate, with the fork over the knife.
- The host gives the first toast.
- An honoured guest should return the toast later in the meal.
- The most common toast with wine is 'Zum Wohl!' ('good health').
- The most common toast with beer is 'Prost!' ('good health').

Business Etiquette and Protocol in Germany

Relationships & Communications

- Germans do not need a personal relationship in order to do business.
- They will be interested in your academic credentials and the amount of time your company has been in business.
- Germans display great deference to people in authority, so it is imperative that they understand your level relative to their own.
- Germans do not have an open-door policy. People often work with their office door closed. Knock and wait to be invited in before entering.
- German communication is formal.
- Following the established protocol is critical to building and maintaining business relationships.
- As a group, Germans are suspicious of hyperbole, promises that sound too good to be true, or displays of emotion.
- Germans will be direct to the point of bluntness.
- Expect a great deal of written communication, both to back up decisions and to maintain a record of decisions and discussions.

Business Meeting Etiquette

- Appointments are mandatory and should be made 1 to 2 weeks in advance.
- Letters should be addressed to the top person in the functional area, including the person's name as well as their proper business title.
- If you write to schedule an appointment, the letter should be written in German.
- Punctuality is taken extremely seriously. If you expect to be delayed, telephone immediately and offer an explanation. It is extremely rude to cancel a meeting at the last minute and it could jeopardize your business relationship.
- Meetings are generally formal.
- Initial meetings are used to get to know each other. They allow your German colleagues to determine if you are trustworthy.
- Meetings adhere to strict agendas, including starting and ending times.
- Maintain direct eye contact while speaking.
- Although English may be spoken, it is a good idea to hire an interpreter so as to avoid any misunderstandings.
- At the end of a meeting, some Germans signal their approval by rapping their knuckles on the tabletop.
- There is a strict protocol to follow when entering a room:
- The eldest or highest ranking person enters the room first.
- Men enter before women, if their age and status are roughly equivalent.

Business Negotiation

- Do not sit until invited and told where to sit. There is a rigid protocol to be followed.
- Meetings adhere to strict agendas, including starting and ending times.
- Treat the process with the formality that it deserves.
- Germany is heavily regulated and extremely bureaucratic.
- Germans prefer to get down to business and only engage in the briefest of small talk. They will be interested in your credentials.
- Make sure your printed material is available in both English and German.
- Contracts are strictly followed.
- You must be patient and not appear ruffled by the strict adherence to protocol. Germans are detail-oriented and want to understand every innuendo before coming to an agreement.
- Business is hierarchical. Decision-making is held at the top of the company.
- Final decisions are translated into rigorous, comprehensive action steps that you can expect will be carried out to the letter.
- Avoid confrontational behaviour or high-pressure tactics. It can be counterproductive.

- Once a decision is made, it will not be changed.
- Dress Etiquette**
- Business dress is understated, formal and conservative.
 - Men should wear dark coloured, conservative business suits.
 - Women should wear either business suits or conservative dresses.
 - Do not wear ostentatious jewellery or accessories.

Ireland Guide

A Look at Irish Language, Culture, Customs and Etiquette

Facts and Statistics

Location: Western Europe, occupying five-sixths of the island of Ireland in the North Atlantic Ocean, west of Great Britain

Capital: Dublin

Climate: temperate maritime; modified by North Atlantic Current; mild winters, cool summers; consistently humid; overcast about half the time

Population: 4,832,765 (est. 2014)

Ethnic Make-up: Irish 87.4%, other white 7.5%, Asian 1.3%, black 1.1%, mixed 1.1%, unspecified 1.6% (2006 census)

Religions: Roman Catholic 87.4%, Church of Ireland 2.9%, other Christian 1.9%, other 2.1%, unspecified 1.5%, none 4.2% (2006 census)

Government: republic, parliamentary democracy

Language in Ireland

Irish (Gaelic or Irish Gaelic) is a Goidelic language of the Indo-European language family, originating in Ireland and historically spoken by the Irish. Irish is now spoken natively by a small minority of the Irish population – mostly in Gaeltacht areas – but also plays an important symbolic role in the life of the Irish state. It enjoys constitutional status as the national and first official language of the Republic of Ireland and it is an official language of the European Union.

Irish Society and Culture

The Catholic Church

Most people in the country are Roman Catholic. Until the early 1990s the church had a very strong voice in society as well as politics. Their role however has diminished. There is now something of a generational divide with people over 50 still being quite observant and conservative in their views. Religion still very much has a say in society's view of family, marriage, and abortion.

The Family

The extended family is still very much the dominant social structure although urbanisation is having an impact. Even when family members do move to the cities you will often find their ties to "home" are still very strong.

Humour

The Irish have a reputation for their wit and humour – which they call having 'the craic' [pronounced crack]. As well as quick tongued with jokes they also make eloquent and witty speakers. They pride themselves on being able to find humour and it is often self-deprecating or ironic. It is common for the Irish to trade insults and tease one another (called "slagging") with people to whom they are close. If you are teased, it is important to take it well and not see it as

personal. They have a rich history in storytelling which was used to pass information down through the generations (poems and songs also served the same purpose).

Etiquette and Customs in Ireland

Meeting Etiquette

- The basic greeting is a handshake and a hello or salutation appropriate for the time of day.
- Eye contact denotes trust and is maintained during a greeting.
- It is customary to shake hands with older children.
- Greetings tend to be warm and friendly and often turn into conversations.

Gift Giving Etiquette

- In general, the Irish exchange gifts on birthdays and Christmas.
- A gift need not be expensive. It is generally thought in giving something personal that counts.
- If giving flowers, do not give lilies as they are used at religious festivities. Do not give white flowers as they are used at funerals.
- Gifts are usually opened when received.

Visiting a Home

- If you are invited to an Irish home be on time (chances are food has been cooked and being late could spoil it)
- Bring a box of good chocolates, a good bottle of wine for to the host.
- Offer to help with clearing the dishes after a meal.
- Table manners are relatively relaxed and informal.
- The more formal the occasion, the stricter the protocol. When in doubt, watch what others are doing.
- Table manners are Continental, i.e. the fork is held in the left hand and the knife in the right while eating.
- Do not rest your elbows on the table, although your hands should remain visible and not be in your lap.

Business Etiquette and Protocol in Ireland

Meeting and Greeting

- Irish businesspeople are generally less formal and more outwardly friendly than in many European countries.
- Shake hands with everyone at the meeting.
- Handshakes should be firm and confident.
- Shake hands at the beginning and end of meetings.
- Make sure to smile!
- The Irish are generally rather casual and quickly move to first names.
- Business cards are exchanged after the initial introductions without formal ritual.
- Many businesspeople do not have business cards, so you should not be offended if you are not offered one in return.

Communication Style

The Irish have turned speaking into an art form. Their tendency to be lyrical and poetic has resulted in a verbal eloquence. They use stories and anecdotes to relay information and value a well-crafted message. How you speak says a lot about you in Ireland.

The Irish appreciate modesty and can be suspicious of people who are loud and tend to brag. They dislike a superiority complex of any sort. So, for example, when discussing your professional achievements it is best to casually insert the information in short snippets during several conversations rather than embarking on a long self-centred outline of your successes.

Communication styles vary from direct to indirect depending upon who is being spoken to. There

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is an overall cultural tendency for people to view politeness as more important than telling the absolute truth. This means that you may not easily receive a negative response. When you are being spoken to, listen closely. A great deal may be implied, beyond what is actually being said. For example, if someone becomes silent before agreeing, they have probably said “no”. They may also give a non-committal response. This may be due to the fact that the Gaelic language does not have words for “yes” or “no”. There is a tendency to use understatement or indirect communication rather than say something that might be contentious.

Generally speaking they do not like confrontation and prefer to avoid conflict, which they attempt to avoid by being humorous and showing good manners.

Business Meetings

Company or organisational cultures differ widely in Ireland. As a result you may find meetings vary in their approach and substance. In one setting the purpose of a meeting is to relay information on decisions that have already been made, whereas in another it may be the time to get feedback and input.

Following on from this, meetings may be structured or unstructured. In most cases they will be relaxed. It is customary to have a period of small talk before the actual meeting which is when a rapport is built to take forward into the meeting.

Meetings may occur in several venues, not merely the office. It is quite common to conduct a business meeting in a restaurant or pub. This allows all participants to be on equal footing. Expect a great deal of discussion at meetings. Everyone is expected to participate and they do, often at great length. The Irish like to engage in verbal banter and pride themselves on being able to view a problem from every angle.

Italy Guide

A Look at Italian Language, Culture, Customs and Etiquette

Welcome to our guide to Italy. This is useful for anyone researching Italian culture, customs, manners, etiquette, values and wanting to understand the people better. You may be going to Italy on business, for a visit or even hosting Italian colleagues or clients in your own country. Remember this is only a very basic level introduction and is not meant to stereotype all Italian people you may meet! Italian Flag

Facts and Statistics

Location: Southern Europe, bordering Austria 430 km, France 488 km, Holy See (Vatican City) 3.2 km, San Marino 39 km, Slovenia 232 km, Switzerland 740 km

Capital: Rome

Climate: predominantly Mediterranean; Alpine in far north; hot, dry in south

Population: 61,680,122 (2014 est.)

Ethnic Make-up: Italian (includes small clusters of German-, French-, and Slovene-Italians in the north and Albanian-Italians and Greek-Italians in the south)

Religions: predominately Roman Catholic with mature Protestant and Jewish communities and a growing Muslim immigrant community

Government: republic

The Italian Language

Italian is the official language of Italy, and 93% of population are native Italian speakers. Around 50% of population speak a regional dialect as mother tongue. Many dialects are mutually unintelligible and thus considered by linguists as separate languages, but are not officially recognised. Friulian, one of these dialects, is spoken by 600,000 people in the north east of Italy, which is 1% of the entire population. Other northern minority languages include Ladin, Slovene, German, which enjoys equal recognition with Italian in the province of Alto-Adige, and French, which is legally recognised in the Alpine region of the Val d'Aosta.

Albanian is spoken by 0.2% of the population, mainly in the southern part of Italy, as too are Croatian and Greek.

Catalan is spoken in one city, Alghero, on the island of Sardinia, by around 0.07% of the population. On the rest of the island, Sardinian is spoken by over 1m, which comes to 1.7% of the Italian population.

Italian Society & Culture

Italian Family Values

- The family is the centre of the social structure and provides a stabilizing influence for its members.
- In the north, generally only the nuclear family lives together; while in the south, the extended family often resides together in one house.
- The family provides both emotional and financial support to its members.

Italian Style

- Appearances matter in Italy.
- The way you dress can indicate your social status, your family's background, and your education level.
- First impressions are lasting impressions in Italy.
- The concept of 'bella figura' or good image is important to Italians.
- They unconsciously assess another person's age and social standing in the first few seconds of meeting them, often before any words are exchanged.

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- Clothes are important to Italians.
- They are extremely fashion conscious and judge people on their appearance.
- You will be judged on your clothes, shoes, accessories and the way you carry yourself.
- Bella figura is more than dressing well. It extends to the aura your project too - i.e. confidence, style, demeanour, etc.

Catholicism

- The primary religion in Italy is Roman Catholic.
- There are more Catholic churches per capita in Italy than in any other country.
- Although church attendance is relatively low, the influence of the church is still high.
- Many office buildings will have a cross or a religious statue in the lobby.
- Each day of the year has at least one patron saint associated with it.
- Children are named for a particular saint and celebrate their saint's day as if it were their own birthday.
- Each trade and profession has a patron saint.
- The church promulgates hierarchy, which can be seen in all Italian relationships.
- They respect and defer to those who are older, those who have achieved a level of business success, and those who come from well-connected families.

Etiquette & Customs in Italy

Meeting Etiquette

- Greetings are enthusiastic yet rather formal.
- The usual handshake with direct eye contact and a smile suffices between strangers.
- Once a relationship develops, air-kissing on both cheeks, starting with the left is often added as well as a pat on the back between men.
- Wait until invited to move to a first name basis.
- Italians are guided by first impressions, so it is important that you demonstrate propriety and respect when greeting people, especially when meeting them for the first time.
- Many Italians use calling cards in social situations. These are slightly larger than traditional business cards and include the person's name, address, title or academic honours, and their telephone number.
- If you are staying in Italy for an extended period of time, it is a good idea to have calling cards made. Never give your business card in lieu of a calling card in a social situation.

Gift Giving Etiquette

- Do not give chrysanthemums as they are used at funerals.
- Do not give red flowers as they indicate secrecy.
- Do not give yellow flowers as they indicate jealousy
- If you bring wine, make sure it is a good vintage. Quality, rather than quantity, is important.
- Do not wrap gifts in black, as is traditionally a mourning colour.
- Do not wrap gifts in purple, as it is a symbol of bad luck.
- Gifts are usually opened when received.

Dining Etiquette

If invited to an Italian house:

- If an invitation says the dress is informal, wear stylish clothes that are still rather formal, i.e., jacket and tie for men and an elegant dress for women.
- Punctuality is not mandatory. You may arrive between 15 minutes late if invited to dinner and up to 30 minutes late if invited to a party.
- If you are invited to a meal, bring gift-wrapped such as wine or chocolates.
- If you are invited for dinner and want to send flowers, have them delivered that day.

Table manners

- Remain standing until invited to sit down. You may be shown to a particular seat.

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- Table manners are Continental -- the fork is held in the left hand and the knife in the right while eating.
- Follow the lead of the hostess - she sits at the table first, starts eating first, and is the first to get up at the end of the meal.
- The host gives the first toast.
- An honoured guest should return the toast later in the meal.
- Women may offer a toast.
- Always take a small amount at first so you can be cajoled into accepting a second helping.
- Do not keep your hands in your lap during the meal; however, do not rest your elbows on the table either.
- It is acceptable to leave a small amount of food on your plate.
- Pick up cheese with your knife rather than your fingers.
- If you do not want more wine, leave your wine glass nearly full.

Business Etiquette and Protocol in Italy

Relationships & Communication

- Italians prefer to do business with people they know and trust.
- A third party introduction will go a long way in providing an initial platform from which to work.
- Italians much prefer face-to-face contact, so it is important to spend time in Italy developing the relationship.
- Your business colleagues will be eager to know something about you as a person before conducting business with you.
- Demeanour is important as Italians judge people on appearances and the first impression you make will be a lasting one.
- Italians are intuitive. Therefore, make an effort to ensure that your Italian colleagues like and trust you.
- Networking can be an almost full-time occupation in Italy. Personal contacts allow people to get ahead.
- Take the time to ask questions about your business colleagues family and personal interests, as this helps build the relationship
- Italians are extremely expressive communicators. They tend to be wordy, eloquent, emotional, and demonstrative, often using facial and hand gestures to prove their point.

Business Meeting Etiquette

- Appointments are mandatory and should be made in writing (in Italian) 2 to 3 weeks in advance.
- Reconfirm the meeting by telephone or fax (again in Italian).
- Many companies are closed in August, and if they are open many Italians take vacations at this time, so it is best not to try to schedule meetings then.
- In the north, punctuality is viewed as a virtue and your business associates will most likely be on time.
- The goal of the initial meeting is to develop a sense of respect and trust with your Italian business colleagues.
- Have all your printed material available in both English and Italian.
- Hire an interpreter if you are not fluent in Italian.
- It is common to be interrupted while speaking or for several people to speak at once.
- People often raise their voice to be heard over other speakers, not because they are angry.
- Although written agendas are frequently provided, they may not be followed. They serve as a jumping off point for further discussions.
- Decisions are not reached in meetings. Meetings are meant for a free flow of ideas and to let everyone have their say.

Business Negotiation

- In the north, people are direct, see time as money, and get down to business after only a brief period of social talk.

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- In the south, people take a more leisurely approach to life and want to get to know the people with whom they do business.
- Allow your Italian business colleagues to set the pace for your negotiations. Follow their lead as to when it is appropriate to move from social to business discussions.
- Italians prefer to do business with high-ranking people.
- Hierarchy is the cornerstone of Italian business. Italians respect power and age.
- Negotiations are often protracted.
- Never use high-pressure sales tactics.
- Always adhere to your verbal agreements. Failing to follow through on a commitment will destroy a business relationship.
- Heated debates and arguments often erupt in meetings. This is simply a function of the free-flow of ideas.
- Haggling over price and delivery date is common.
- Decisions are often based more on how you are viewed by the other party than on concrete business objectives.

Dress Etiquette

- Dressing well is a priority in Italy.
- Men should wear dark coloured, conservative business suits.
- Women should wear either business suits or conservative dresses.
- Elegant accessories are equally important for men and women.

Business Cards

- Business cards are exchanged after the formal introduction.
- To demonstrate proper respect for the other person, look closely at their business card before putting it in your card holder.
- It is a good idea to have one side of your business card translated into Italian.
- If you have a graduate degree, include it on your business card.
- Make sure your title is on your card. Italians like knowing how you fit within your organization.

Morocco Guide

A Look at Moroccan Language, Culture and Doing Business

Facts and Statistics

Location: North Africa, bordering Algeria 1,559 km, Western Sahara 443 km, Spain (Ceuta) 6.3 km, Spain (Melilla) 9.6 km

Capital: Rabat

Climate: Mediterranean, becoming more extreme in the interior

Population: 32,987,206 (2014 est.)

Ethnic Make-up: Arab-Berber 99.1%, other 0.7%, Jewish 0.2%

Religions: Muslim 98.7%, Christian 1.1%, Jewish 0.2%

Government: constitutional monarchy

Languages in Morocco

Classical Arabic is Morocco's official language, but the country's distinctive Arabic dialect is the most widely spoken language in Morocco. In addition, about 10 million Moroccans, mostly in rural areas, speak Berber--which exists in Morocco in three different dialects (Tarifit, Tashelhit, and Tamazight)--either as a first language or bilingually with the spoken Arabic dialect. French, which remains Morocco's unofficial third language, is taught universally and still serves as Morocco's primary language of commerce and economics; it also is widely used in education and government. Many Moroccans in the northern part of the country speak Spanish. English, while

still far behind French and Spanish in terms of number of speakers, is rapidly becoming the foreign language of choice among educated youth. English is taught in all public schools from the fourth year on.

Moroccan Society & Culture

Islam

Islam is practised by the majority of Moroccans and governs their personal, political, economic and legal lives. Islam emanated from what is today Saudi Arabia. The Prophet Muhammad is seen as the last of God's emissaries (following in the footsteps of Jesus, Moses, Abraham, etc) to bring revelation to mankind. He was distinguished with bringing a message for the whole of mankind, rather than just to a certain peoples. As Moses brought the Torah and Jesus the Bible, Muhammad brought the last book, the Quran. The Quran and the actions of the Prophet (the Sunnah) are used as the basis for all guidance in the religion.

Among certain obligations for Muslims are to pray five times a day - at dawn, noon, afternoon, sunset, and evening. The exact time is listed in the local newspaper each day. Friday is the Muslim holy day. Everything is closed. Many companies also close on Thursday, making the weekend Thursday and Friday.

During the holy month of Ramadan all Muslims must fast from dawn to dusk and are only permitted to work six hours per day. Fasting includes no eating, drinking, cigarette smoking, or gum chewing. Expatriates are not required to fast; however, they must not eat, drink, smoke, or chew gum in public. Each night at sunset, families and friends gather together to celebrate the breaking of the fast (iftar). The festivities often continue well into the night. In general, things happen more slowly during Ramadan. Many businesses operate on a reduced schedule. Shops may be open and closed at unusual times.

The Concept of Shame - Hshuma

- Moroccans' most cherished possession is their honour and dignity, which reflects not only on themselves but on all members of their extended family.
- Moroccans will go out of their way to preserve their personal honour.
- Hshuma occurs when other people know that they have behaved inappropriately.
- A Moroccan's sense of self-worth is externally focused, so the way others see them is of paramount importance.
- If someone is shamed, they may be ostracized by society, or even worse by their family.
- To avoid hshuma, many Moroccans will say or do things publicly because it makes them look good or helps them avoid embarrassment or awkwardness.
- In business it is extremely important to verify anything that has been agreed to in front of others as it may not have been a sincere agreement and the person may have no intention of following through.

Moroccan Family Values

- The family is the most significant unit of Moroccan life and plays an important role in all social relations.
- The individual is always subordinate to the family or group.
- Nepotism is viewed positively, since it indicates patronage of one's family.
- The family consists of both the nuclear and the extended family.
- The elderly are revered and respected and often exert a great influence on the rest of the family.
- Etiquette & Customs in Morocco

Meeting Etiquette

- When Moroccans greet each other they take their time and converse about their families, friends, and other general topics.
- Handshakes are the customary greeting between individuals of the same sex.
- Handshakes may be somewhat weak according to western standards.

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- Once a relationship has developed, it is common to kiss on both cheeks, starting with the left cheek while shaking hands, men with men and women with women.
- In any greeting that does take place between men and women, the woman must extend her hand first. If she does not, a man should bow his head in greeting.
- When entering a social function, shake hands with the person to your right and then continue around the room going from right to left.
- Say good-bye to each person individually when leaving.

Gift Giving Etiquette

- If you are invited to a Moroccan's home bring sweet pastries, nuts, figs, dates or flowers to the hostess.
- A small gift for the children is seen as a token of affection.
- Do not bring alcohol unless you know that your host drinks.
- Gifts are not opened when received.

Dining Etiquette

- If you are invited to a Moroccan's house:
- You should remove your shoes.
- Dress smartly. Doing so demonstrates respect towards your hosts.
- Check to see if your spouse is included in the invitation. Conservative Moroccans may not entertain mixed-sex groups.
- Shake everyone's hand individually.

Watch your table manners!

- Food is generally served at a knee-high round table.
- The guest of honour generally sits next to the host.
- A washing basin will be brought to the table before the meal is served. Hold your hands over the basin while water is poured over them. Dry your hands on the towel provided.
- Do not begin eating until the host blesses the food or begins to eat.
- Food is served from a communal bowl.
- Eat from the section of the bowl that is in front of you. Never reach across the bowl to get something from the other side. As an honoured guest, choice cuts will be put in front of you.
- Scoop the food with a piece of bread or the thumb and first two fingers of the right hand.
- Eat and drink only with the right hand.
- Do not wipe your hands on your napkin.
- Water is often served from a communal glass. If you want your own glass, ask for a soft drink.
- The washing basin will be brought around the table again at the end of the meal.
- Expect to be urged to take more food off the communal plate. Providing an abundance of food is a sign of hospitality.
- Business Etiquette and Protocol in Morocco

Relationships & Communication

Etiquette in Morocco

- Moroccans prefer to do business with those they know and respect, therefore expect to spend time cultivating a personal relationship before business is conducted.
- Who you know is more important than what you know, so it is important to network and cultivate a number of contacts who may then assist you in working your way through the serpentine bureaucracy.
- Expect to be served mint tea whenever you meet someone, as this demonstrates hospitality.
- Moroccan business practices have been greatly influenced by the French and emphasize courtesy and a degree of formality.
- Since Moroccans judge people on appearances, dress and present yourself well.

Business Meeting Etiquette

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- Appointments are necessary and should be made as far in advance as possible and confirmed a day or two before the meeting.
- It is best to avoid scheduling meetings during Ramadan since Muslims cannot eat or drink during the day.
- Never try to schedule meetings on Friday between 11:15 a.m. and 3 p.m. since most companies close for prayers.
- Try to arrive at meetings on time and be prepared to wait. Moroccan business people who are accustomed to dealing with international companies often strive to arrive on time, although it is often difficult for them to do so in such a relationship driven culture.
- In general, Moroccans have an open-door policy, even during meetings. This means you may experience frequent interruptions. Others may even wander into the room and start a different discussion. You may join in, but do not try to bring the topic back to the original discussion until the new person leaves.
- French is generally the language of business, although some companies use English. Check which language your meeting will be conducted in, so you know if you should hire an interpreter.

Business Negotiations

- Companies are hierarchical. The highest ranking person makes decisions, but only after obtaining a group consensus.
- Decisions are reached after great deliberation.
- If the government is involved, discussions will take even longer since the ministers of several departments must often give approval.
- Moroccans are looking for long-term business relationships.
- Do not criticize anyone publicly. It is important that you do not cause your Moroccan business associates to lose face.
- Moroccans are non-confrontational. They may agree in meetings rather than cause you to lose face.
- Expect a fair amount of haggling. Moroccans seldom see an offer as final.
- Decisions are made slowly. Do not try to rush the process, as it would be interpreted as an insult.
- The society is extremely bureaucratic. Most decisions require several layers of approval.
- It may take several visits to accomplish simple tasks.
- Do not use high-pressure tactics as they will work against you.
- Moroccans can be deliberate and forceful negotiators.

Dress Etiquette

- Business attire is formal and conservative.
- Men should wear dark coloured conservative business suits to the initial meeting.
- Women should wear elegant business suits, dresses or pantsuits.
- Women must be careful to cover themselves appropriately. Skirts and dresses should cover the knee and sleeves should cover most of the arm.
- Avoid wearing expensive accessories.

Business Cards

- Business cards are given without formal ritual.
- Have one side of your card translated into French or Arabic.
- Present your card so the translated side faces the recipient.

New Zealand Guide

A Look at Kiwi Culture, Etiquette and Customs

Facts and Statistics

Location: Oceania, islands in the South Pacific Ocean, southeast of Australia

Capital: Wellington

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Population: 4,401,916 (2014 est.)

Ethnic Make-up: New Zealand European 74.5%, Maori 9.7%, other European 4.6%, Pacific Islander 3.8%, Asian and others 7.4%

Religions: Anglican 24%, Presbyterian 18%, Roman Catholic 15%, Methodist 5%, Baptist 2%, other Protestant 3%, unspecified or none 33% (1986)

Language in New Zealand

The three official languages of New Zealand are English, Maori and NZ Sign Language. English is the language of day-to-day business within New Zealand, a remnant of ties to the British Commonwealth. Maori is a Polynesian language similar to the languages of other Pacific Island cultures, such as Hawaiian, Tongan, and Samoan. Over 157,000 people in New Zealand speak Maori (2006 Census).

The Maori language has been part of New Zealand and its culture since the first people came to the Islands. However, Maori has only been recognised as an official language of New Zealand since the Maori Language Act of 1987. English-Maori bilingualism and the development and use of the Maori language is encouraged by Te Taura Whiri i te Reo Maori-the Maori Language Commission.

Maori and English are used throughout the country in various television and radio programs. As with other regions in the world where two cultures have been mixed, English has influenced Maori and Maori has influenced English. A number of words in each language have crossed in to the vocabulary of the other. English has introduced motuka (car) and Maori has replied with taboo (tapu).

Many places in New Zealand have been christened with two names - one English, one Maori (the original Maori name and the adopted English one). And, in some cases, these names are used interchangeably

Kiwi Society & Culture

There can be marked differences between Maori and NZ European (Pakeha) societies and culture. This is particularly apparent when moving in tribal (Iwi) circles. Due to colonisation and tribal differences, there can also be subtle but important variations in protocols. The following sections outline aspects most likely to occur when doing business with tribal groups but can also equally apply to any group that includes Maori.

Kiwi Demeanour

- New Zealanders are friendly, outgoing, somewhat reserved initially yet polite, and enjoy extending hospitality.
- They are quite easy to get to know as they say hello to strangers and will offer assistance without being asked.
- Because they do not stand on ceremony and are egalitarian, they move to a first name basis quickly and shun the use of titles.
- Kiwis dress casually, but neatly.
- Most restaurants do not have dress codes and except in business, dress is decidedly casual.
- Business dress is conservative, although jackets may be removed and shirtsleeves rolled up when working.

Maori demeanour

Maori are generally friendly and reserved and place great value on hospitality. . They will generally offer (often to the point of going without) assistance to their guests and will attempt to hide the inconvenience as much as possible. . Maori will spontaneously launch into speech and song. Even though they may not have met each other, they will know many songs they can sing together and often use these to close or enhance speeches. . They will often call for visitors to do the same and it would be wise to have 2-3 practised songs from your own country to reply with.

Environmentalism

- Kiwis are environmentally concerned and have a strong desire to preserve their country's beauty.

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- One of the major local issues is the importing of predators.
- Border controls are very tight and there are huge fines for importing food or other natural products such as wood, cane etc.
- The local attitude towards the environment is largely influenced by the viewpoint of the indigenous population, the Maori.
- They believe that all things have a 'mauri' - a life force.
- Damage to this life force, or human attempts to dominate it, result in the mauri losing its energy and vitality, which affects the lives of people as well as the resilience of ecosystems.
- Maintaining the mauri of the environment and ecosystem resilience are equally important for sustainable development.

Egalitarianism

- The country has no formal class structure.
- Wealth and social status are not important to Kiwis.
- They take pride in individual achievements and believe that opportunities are available to all.
- As a 'welfare state' unemployment benefits, housing and access to health is all available free of charge to those who can't afford it.
- Maori have a hierarchy especially apparent in formal situations.. For example, the elder (male or female) is seated in a specific area and will be asked to open or close a meeting.
- Mostly they are men but not always.

Etiquette and Customs

Meeting and Greeting

- Greetings are casual, often consisting simply of a handshake and a smile.
- Never underestimate the value of the smile as it indicates pleasure at meeting the other person.
- Although New Zealanders move to first names quickly, it is best to address them by their honorific title and surname until they suggest moving to a more familiar level or they call you by your first name.

Maori meeting and greeting

- Maori stand on ceremony and have distinct protocols regarding how visitors should be welcomed and seen off.
- If the business dealings are with a tribal group (Iwi) the welcoming protocols may be practiced through the process of Powhiri – a formal welcome that takes place on a Marae.
- A Powhiri can take between 30 minutes to 2-3 hours depending on the importance of the event.
- It begins by calling the visitors onto the area in front of the traditional meeting house. Visitors should walk as a group and in silence expect if they have a responding caller to reply to the home peoples' caller (usually an older woman).
- A Powhiri dictates where people sit, in what position in their group, and who speaks.
- In most cases, but not all, you will notice the men are seated forward and only males speak. There is a tension between the men and women on this matter and in a few places this has been resolved and you will see both genders stand to speak. In the interests of not causing friction in your business dealings, always follow the lead of the home people.
- The welcoming speeches are given by the agreed speakers of the home people and always end with the most revered speaker or elder.
- Speeches are given in the Maori language and each one accompanied by traditional song. You may not understand what is being said but you can rest assured it is likely to be from the best orators in the group and often very complimentary.
- The visitors are expected to have at least one speaker reply on their behalf.
- If possible, the speaker should prepare a learned opening in Maori – it is critical that he/she focus on the pronunciation. Mispronounced words often result in whispers and sniggers and is

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considered disrespectful. It is better to have a very short opening said well, than a long one said badly.

- The speaker's reply should never be about the detailed purpose of the visit nor should it be to self-promote as this would be considered arrogant.
- The speaker should use the opportunity to briefly show respect to the place that they stand (ie. the location), to the houses (the traditional carved meeting house and dining room are named after ancestors and so are greeted accordingly), to greet the home people, and to explain where his/her group have come from (place is important to Maori). This should be followed by a song from the visitors' country that the visitors' group should sing together.
- The Powhiri can be daunting to visitors and can be fraught with traps that may offend. This is why most visitors seek the assistance of a Maori person to 'guide' them.
- Once the last elder of the home people has spoken, they will gesture the visitors to come forward in a line to shake hands, kiss (once) on the cheek or hongi (touch noses) with the home people.
- Following this the kitchen is ready to call people in to eat.
- Following the food, the meeting proper can begin.
- While this seems to be a set routine, I have been to many a Powhiri where variations of this occur. It pays to be vigilant and to follow the lead of others, or to discreetly ask questions if unsure.

Gift Giving Etiquette

- If invited to a Kiwi's house, bring a small gift such as flowers, chocolates, or a book about your home country to the hosts.
- Gifts should not be lavish.
- Gifts are opened when received.

Dining Etiquette

- New Zealanders are casual as is reflected in their table manners.
- The more formal the occasion, the more strict the protocol.
- Wait to be told where to sit.
- Meals are often served family-style.
- Keep your elbows off the table and your hands above the table when eating.
- Table manners are Continental -- hold the fork in the left hand and the knife in the right while eating. They will not look askance, however, if you adopt American table manners.
- Indicate you have finished eating by laying your knife and fork parallel on your plate with the handles facing to the right.

Maori Dining Etiquette

Following a Powhiri, the visitors will be asked to the dining room (a separate building to the carved meeting house) to sit to eat at long tressle tables. . They should not eat until the food has been 'blessed' or an acknowledgement said by an elder of the home people even if the food is getting cold. . Visitors should try to enable the home people to sit amongst them to chat and get to know them while eating. . Often, younger people will be serving and older people will be working in the kitchen. . It is important to realise that in most cases they are working voluntarily and it is appropriate to formally and publicly thank them near the close of the meal before leaving the dining room to begin the meeting. As a result of this, the visitors may be light-heartedly asked to sing.

To sing a song from your home country would show respect and thanks.

Business Etiquette & Protocol

Relationships & Communication

- New Zealanders can be somewhat reserved, especially with people they do not know.
- Once they develop a personal relationship, they are friendly, outgoing and social.
- Do not appear too forward or overly friendly.
- They respect people who are honest, direct, and demonstrate a sense of humour.

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- They trust people until they are given a reason not to.
- If this happens in business the breach will be difficult to repair and business dealings may cease or become more difficult.

Business Meeting Etiquette

- Appointments are usually necessary and should be made at least one week in advance by telephone, fax or email.
- It is generally easy to schedule meetings with senior level managers if you are coming from another country if the meeting is planned well in advance.
- It can be difficult to schedule meetings in December and January since these are the prime months for summer vacation.
- Arrive at meetings on time or even a few minutes early.
- If you do not arrive on time, your behaviour may be interpreted as indicating that you are unreliable or that you think your time is more important than the person with whom you are meeting.
- Meetings are generally relaxed; however, they are serious events.
- Expect a brief amount of small talk before getting down to the matter at hand.
- If you make a presentation, avoid hype, exaggerated claims, hyperbole, and bells and whistles. New Zealanders are interested in what people 'can do' not what they say they can do.
- Present your business case with facts and figures. Emotions and feelings are not important in the New Zealand business climate.
- Maintain eye contact and a few feet of personal space.

Negotiations

- The negotiating process takes time.
- Do not attempt high-pressure sales tactics.
- Demonstrate the benefits of your services or products rather than talking about them.
- Start your negotiations with a realistic figure. Since this is not a bargaining culture, New Zealanders do not expect to haggle over price.
- Kiwis look for value for their money.
- Do not make promises you cannot keep or offer unrealistic proposals. Kiwis do not generally trust people who have to oversell!
- They are quite direct and expect the same in return. They appreciate brevity and are not impressed by more detail than is required.
- Agreements and proposals must state all points clearly. All terms and conditions should be explained in detail.
- Stick to the point while speaking.
- Kiwis appreciate honesty and directness in business dealings.

South Africa Guide

A Look at South African Language, Culture, Customs and Etiquette

Welcome to our guide to South Africa. This is useful for anyone researching South African culture, customs, manners, etiquette, values and wanting to understand the people better. You may be going to South African business, for a visit or even hosting South African colleagues or clients in your own country. Remember this is only a very basic level introduction and is not meant to stereotype all South Africans you may meet!

Facts and Statistics

Location: Southern most tip of Africa, bordering Botswana 1,840 km, Lesotho 909 km, Mozambique 491 km, Namibia 967 km, Swaziland 430 km, Zimbabwe 225 km

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Capital: Pretoria

Climate: mostly semiarid; subtropical along east coast; sunny days, cool nights

Population: 48,375,645 (2014 est.)

Ethnic Make-up: black 75.2%, white 13.6%, Coloured 8.6%, Indian 2.6%

Religions: Christian 68% (includes most whites and Coloreds, about 60% of blacks and about 40% of Indians), Muslim 2%, Hindu 1.5% (60% of Indians), indigenous beliefs and animist 28.5%

Government: republic

Languages in South Africa

South Africa has 11 official languages. English is the language of administration and is spoken throughout the country. The other official languages are: Afrikaans, Ndebele, Northern Sotho, Southern Sotho, Swazi, Tsonga, Tswana, Venda, Xhosa and Zulu.

South African Society & Culture The Rainbow Nation

South Africa is one of the most multicultural countries in the world. In urban areas many different ethnic groups will make up the population. In addition to the indigenous black peoples of South Africa colonialism and immigration have brought in white Europeans, Indians, Indo-Malays, Chinese and many more.

As such it is difficult to generalise at all on South African etiquettes and culture due to the diversity.

The Family in South Africa

- The basic unit of South African society is the family, which includes the nuclear family and the extended family or tribe.
- In traditional African society, the tribe is the most important community as it is the equivalent of a nation. The tribe provides both emotional and financial security in much the same way the nuclear family does to white or coloured South Africans.
- The coloured and more traditional Afrikaans cultures consider their extended family to be almost as important as their nuclear family, while the English-speaking white community places more emphasis on the nuclear family.
- The nuclear family is the ultimate basis of the tribe. The tribal and family units are being disrupted by changes in the economic reorganization of the country
- As more people move into the urban areas, they attempt to maintain familial ties, including providing financial support to family members who have remained in the village.

The Rural/Urban Dichotomy

- There are vast differences between the values of the rural and urban dwellers.
- The majority of the whites living in rural areas are Afrikaner farmers who are descended from the Calvinists. Their views on the world are sometimes narrow. At the same time they value human decency over materialism.
- City dwellers live life in the fast lane, which affects their outlook.
- People from Johannesburg can quite often be regarded as having materialistic values, and being more interested in what you own rather than who you are. They prefer to see themselves as urbane and their country cousins as less sophisticated.
- People from Cape Town are very proud of their city, and often appear to have a superior attitude about their city versus the rest of the country. Family ties, long-term friendships and social standing are all important to Capetonians.
- The many rural black communities are still rooted in the traditions of their heritage, whereas the increasingly urban black community combines their roots with the urban environment and international influences that surround them.

Etiquette & Customs in South Africa

Meeting Etiquette

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- There are several greeting styles in South Africa depending upon the ethnic heritage of the person you are meeting.
- When dealing with foreigners, most South Africans shake hands while maintaining eye contact and smiling.
- Some women do not shake hands and merely nod their head, so it is best to wait for a woman to extend her hand.
- Men may kiss a woman they know well on the cheek in place of a handshake. Greetings are leisurely and include time for social discussion and exchanging pleasantries.

Gift Giving Etiquette

- In general, South Africans give gifts for birthdays and Christmas.
- Two birthdays - 21 and 40 - are often celebrated with a large party in which a lavish gift is given. It is common for several friends to contribute to this gift to help defray the cost.
- If you are invited to a South African's home, bring flowers, good quality chocolates, or a bottle of good South African wine to the hostess.
- Wrapping a gift nicely shows extra effort.
- Gifts are opened when received.

Dining Etiquette

If you are invited to a South African's house:

- Arrive on time if invited to dinner.
- Contact the hostess ahead of time to see if she would like you to bring a dish.
- Wear casual clothes. This may include jeans or pressed shorts. It is a good idea to check with the hosts in advance.
- In Johannesburg, casual is dressier than in other parts of the country. Do not wear jeans or shorts unless you have spoken to the hosts.
- Offer to help the hostess with the preparation or clearing up after a meal is served.

Business Etiquette and Protocol

Relationships & Communication

- South Africans are transactional and do not need to establish long-standing personal relationships before conducting business.
- If your company is not known in South Africa, a more formal introduction may help you gain access to decision-makers and not be shunted off to gatekeepers.
- Networking and relationship building are crucial for long-term business success.
- Relationships are built in the office.
- Most businessmen are looking for long-term business relationships.
- Although the country leans towards egalitarianism, businesspeople respect senior executives and those who have attained their position through hard work and perseverance.
- There are major differences in communication styles depending upon the individual's cultural heritage.
- For the most part, South Africans want to maintain harmonious working relationships, so they avoid confrontations.
- They often use metaphors and sports analogies to demonstrate a point.
- Most South Africans, regardless of ethnicity, prefer face-to-face meetings to more impersonal communication mediums such as email, letter, or telephone.

Business Meeting Etiquette

- Appointments are necessary and should be made as far in advance as possible.
- It may be difficult to arrange meetings with senior level managers on short notice, although you may be able to do so with lower-level managers.
- It is often difficult to schedule meetings from mid December to mid January or the two weeks surrounding Easter, as these are prime vacation times.

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- Personal relationships are important. The initial meeting is often used to establish a personal rapport and to determine if you are trustworthy.
- After a meeting, send a letter summarizing what was decided and the next steps.

Business Negotiations

- It is imperative to develop mutual trust before negotiating.
- Women have yet to attain senior level positions. If you send a woman, she must expect to encounter some condescending behaviour and to be tested in ways that a male colleague would not.
- Do not interrupt a South African while they are speaking.
- South Africans strive for consensus and win-win situations.
- Include delivery dates in contracts. Deadlines are often viewed as fluid rather than firm commitments.
- Start negotiating with a realistic figure. South Africans do not like haggling over price.
- Decision-making may be concentrated at the top of the company and decisions are often made after consultation with subordinates, so the process can be slow and protracted.

Dress Etiquette

- Business attire is becoming more informal in many companies. However, for the first meeting, it is best to dress more conservatively.
- Men should wear dark coloured conservative business suits.
- Women should wear elegant business suits or dresses.

South Korea Guide

A Look at South Korean Language, Culture, Customs and Etiquette

Welcome to our guide to South Korea. This is useful for anyone researching Korean culture, customs, manners, etiquette, values and wanting to understand the people better. You may be going to Korea on business, for a visit or even hosting Korean colleagues or clients in your own country. Remember this is only a very basic level introduction and is not meant to stereotype all Korean people you may meet!

Facts and Statistics

Location: Eastern Asia, southern half of the Korean Peninsula bordering the East Sea and the Yellow Sea

Capital: Seoul

Climate: temperate, with rainfall heavier in summer than winter

Population: 49,039,986 (2014 est.)

Ethnic Make-up: homogeneous (except for about 20,000 Chinese)

Religions: no affiliation 46%, Christian 26%, Buddhist 26%, Confucianist 1%, other 1%

Government: republic

The Korean Language

The Koreans are one ethnic family speaking one language. They share certain distinct physical characteristics which differentiate them from other Asian people including the Chinese and the Japanese, and have a strong cultural identity as one ethnic family.

The Korean language is spoken by more than 65 million people living on the peninsula and its outlying islands as well as 5.5 million Koreans living in other parts of the world. The fact that all Koreans speak and write the same language has been a crucial factor in their strong national identity. Modern Korea has several different dialects including the standard one used in Seoul and central areas, but they are similar enough that speakers/listeners do not have trouble understanding each other.

Korean Society & Culture

Korean Family Values

- The family is the most important part of Korean life.
- In Confucian tradition, the father is the head of the family and it is his responsibility to provide food, clothing and shelter, and to approve the marriages of family members.
- The eldest son has special duties: first to his parents, then to his brothers from older to younger, then to his sons, then to his wife, and lastly to his daughters.
- Family welfare is much more important than the needs of the individual.
- Members of the family are tied to each other because the actions of one family member reflect on the rest of the family.
- In many cases the family register can trace a family's history, through male ancestors, for over 500 years.

Confucianism

- The teachings of Confucius describe the position of the individual in Korean society.
- It is a system of behaviours and ethics that stress the obligations of people towards one another based upon their relationship.
- The basic tenets are based upon five different relationships: 1) ruler and subject, 2) husband and wife, 3) parents and children, 4) brothers and sisters and 5) friend and friend
- Confucianism stresses duty, loyalty, honour, filial piety, respect for age and seniority, and sincerity.

Korean Ancestors

- Ancestors are based on the male family line.
- Children are raised to believe they can never repay their debt to their parents, hence the popularity of ancestor worship.
- They hold ancestral ceremonies for the previous three generations (parents, grandparents, and great grandparents) several times a year, particularly on Chusok and New Year's Day.
- On Chusok, people cook and set out food to celebrate their ancestors.

The Concept of Kibun

- Kibun is a word with no literal English translation; the closest terms are pride, face, mood, feelings, or state of mind.
- If you hurt someone's kibun you hurt their pride, cause them to lose dignity, and lose face. Korean interpersonal relationships operate on the principle of harmony.
- It is important to maintain a peaceful, comfortable atmosphere at all times, even if it means telling a "white lie".
- Kibun enters into every facet of Korean life.
- It is important to know how to judge the state of someone else's kibun, how to avoid hurting it, and how to keep your own kibun at the same time.
- In business, a manager's kibun is damaged if his subordinates do not show proper respect. A subordinate's kibun is damaged if his manager criticizes him in public.
- Nunchi is the ability to determine another person's kibun by using the eye.
- Since this is a culture where social harmony is crucial, being able to judge another person's state of mind is critical to maintain the person's kibun.
- Nunchi is accomplished by watching body language and listening to the tone of voice as well as what is said.

Etiquette & Customs in South Korea

Meeting Etiquette

- Greetings follow strict rules of protocol.

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- Many South Koreans shake hands with expatriates after the bow, thereby blending both cultural styles.
- The person of lower status bows to the person of higher status, yet it is the most senior person who initiates the handshake.
- The person who initiates the bow says, "man-na-suh pan-gop-sumnida", which means "pleased to meet you."
- Information about the other person will be given to the person they are being introduced to in advance of the actual meeting.
- Wait to be introduced at a social gathering.
- When you leave a social gathering, say good-bye and bow to each person individually.

Gift Giving Etiquette

Etiquette in Korea

- Gifts express a great deal about a relationship and are always reciprocated.
- It is inconsiderate to give someone an expensive gift if you know that they cannot afford to reciprocate accordingly.
- Bring fruit or good quality chocolates or flowers if invited to a Korean's home.
- Gifts should be wrapped nicely.
- The number 4 is considered unlucky, so gifts should not be given in multiples of 4.
- Giving 7 of an item is considered lucky.
- Wrap gifts in red or yellow paper, since these are royal colours. Alternatively, use yellow or pink paper since they denote happiness.
- Do not wrap gifts in green, white, or black paper.
- Do not sign a card in red ink.
- Use both hands when offering a gift.
- Gifts are not opened when received.

Dining Etiquette

If you are invited to a South Korean's house:

- It is common for guests to meet at a common spot and travel together.
- You may arrive up to 30 minutes late without giving offence.
- Remove your shoes before entering the house.
- The hosts greet each guest individually.
- The host pours drinks for the guests in their presence. The hostess does not pour drinks.
- The hosts usually accompany guests to the gate or to their car because they believe that it is insulting to wish your guests farewell indoors.
- Send a thank you note the following day after being invited to dinner.

Table manners

- Wait to be told where to sit. There is often a strict protocol to be followed.
- The eldest are served first.
- The oldest or most senior person is the one who starts the eating process.
- Never point your chopsticks.
- Do not pierce your food with chopsticks.
- Chopsticks should be returned to the table after every few bites and when you drink or stop to speak.
- Do not cross your chopsticks when putting them on the chopstick rest.
- Do not pick up food with your hands. Fruit should be speared with a toothpick.
- Bones and shells should be put on the table or an extra plate.
- Try a little bit of everything. It is acceptable to ask what something is.
- Refuse the first offer of second helpings.
- Finish everything on your plate.
- Indicate you are finished eating by placing your chopsticks on the chopstick rest or on the table. Never place them parallel across your rice bowl.

Business Etiquette and Protocol

Relationships & Communication

- South Koreans prefer to do business with people with whom they have a personal connection.
- It is therefore crucial to be introduced by a third-party.
- Relationships are developed through informal social gatherings that often involve a considerable amount of drinking and eating.
- Individuals who have established mutual trust and respect will work hard to make each other successful.
- South Koreans treat legal documents as memorandums of understanding.
- They view contracts as loosely structured consensus statements that broadly define agreement and leave room for flexibility and adjustment as needed.
- Under no circumstances insult or to criticize in front of others.
- Sensitive matters may often be raised indirectly through the intermediary that first made the introductions.
- South Koreans are extremely direct communicators. They are not averse to asking questions if they do not understand what has been said or need additional clarification.
- This is a culture where "less is more" when communicating. Respond to questions directly and concisely.
- Since there is a tendency to say "yes" to questions so that you do not lose face, the way you phrase a question is crucial. It is better to ask, "When can we expect shipment?" than "Can we expect shipment in 3 weeks?", since this question requires a direct response.

Business Meeting Etiquette

- Appointments are required and should be made 3 to 4 weeks in advance.
- You should arrive on time for meetings as this demonstrates respect for the person you are meeting.
- The most senior South Korean generally enters the room first.
- It is a good idea to send both an agenda and back-up material including information about your company and client testimonials prior to the meeting.
- The main purpose of the first meeting is to get to know each other.
- Meetings are used to understand a client's needs and challenges. They lay the foundation for building the relationship.
- Do not remove your jacket unless the most senior South Korean does so.
- Have all written materials available in both English and Korean.

Dress Etiquette

- Business attire is conservative.
- Men should wear dark- coloured, conservative business suits with white shirts.
- Women should dress conservatively and wear subdued colours.
- Men should avoid wearing jewellery other than a watch or a wedding ring.

Business Cards

- Business cards are exchanged after the initial introductions in a highly ritualized manner.
- The way you treat someone's business card is indicative of the way you will treat the person.
- Have one side of your business card translated into Korean.
- Using both hands, present your business card with the Korean side facing up so that it is readable by the recipient.
- Examine any business card you receive carefully. Put the business cards in a business card case or a portfolio.
- Never write on someone's business card in their presence.

Spain Guide

A Look at Spanish Language, Culture, Customs and Etiquette

Welcome to our guide to Spain! This is useful for anyone researching Spanish culture, customs, manners, etiquette, values and wanting to understand the people better. You may be going to Spain on business, for a visit or even hosting Spanish colleagues or clients in your own country. Remember this is only a very basic level introduction and is not meant to stereotype all Spanish people you may meet!

Facts and Statistics

Location: Southwestern Europe, bordering the Bay of Biscay, Mediterranean Sea, North Atlantic Ocean, and Pyrenees Mountains, southwest of France

Capital: Madrid

Climate: temperate; clear, hot summers in interior, more moderate and cloudy along coast; cloudy, cold winters in interior, partly cloudy and cool along coast

Population: 47,737,941 (2014 est.)

Ethnic Make-up: composite of Mediterranean and Nordic types

Religions: Roman Catholic 94%, other 6%

Government: parliamentary monarchy

The Spanish Language

The official language is Spanish, also called Castilian, and is the first language of over 72% of the population. Galician is spoken in the region of Galicia and Basque by increasing numbers of the population of Euskadi, the Spanish Basque Country. Catalan is spoken in Catalonia and the Balearic Islands, and the closely-related Valencian in the Valencia region. All these languages have official regional status. Other minority languages including Aragonese and Asturian are not officially recognised.

Spanish Society & Culture

Spanish Family Values

- The family is the basis of the social structure and includes both the nuclear and the extended family, which sometimes provides both a social and a financial support network.
- Today, it is less common than previously for family members to work in a family business, as personal preferences are important and university education is general
- The structure and the size of the family vary, but generally, people live until longer lives, have fewer children than before, and fewer people live in their homes with extended family.
- Familial networks have become less tight. The greatest changes have occurred inside families, between men and woman, and the parents and children because the values that inspire these relations have changed.

Machismo

- Machismo is the word for male dominance, and the culture of old men who created it has changed dramatically.
- Spain is a very equalitarian society, the birth rate is the one of the lowest in Europe, and women are present at university and work.

Religion in Spain

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- The majority of Spaniards are formally Roman Catholic, although different religious beliefs are accepted.
- During the history of Spain, there have been long periods of where different religious groups have coexisted, including Muslims, Jews and Christians.
- Still some traditions manifest more like a cultural event than a religious one.
- During Holy Week, many participants of the processions wear peaked, black hats as the sign of a penitent and walk barefoot, carrying a burden of some kind.
- Religious history is apparent in every small town, where the most grandiose building is typically the church. In the large cities the Cathedrals are almost museums.

Etiquette & Customs in Spain

Meeting Etiquette

- When introduced expect to shake hands.
- Once a relationship is established, men may embrace and pat each other on the shoulder.
- Female friends kiss each other on both cheeks, starting with the left.
- People are often referred to as Don or Dona and their first name when in formal occasion as a general rule.
- Many men use a two-handed shake where the left hand is placed on the right forearm of the other person.

Dining Etiquette

- If invited to a Spaniard's home, you can bring chocolates, pastries, or cakes; wine, liqueur, or brandy; or flowers to the hostess.
- If you know your hosts have children, they may be included in the evening, so a small gift for them is always appreciated.

Table manners

- Remain standing until invited to sit down. You may be shown to a particular seat.
- Always keep your hands visible when eating. Keep your wrists resting on the edge of the table.
- Do not begin eating until the hostess starts.
- Use utensils to eat most food. Even fruit is eaten with a knife and fork.
- If you have not finished eating, cross your knife and fork on your plate with the fork over the knife.
- The host gives the first toast.
- An honoured guest should return the toast later in the meal.
- It is acceptable for a woman to make a toast.
- Indicate you have finished eating by laying your knife and fork parallel on your plate, tines facing up, with the handles facing to the right.
- Do not get up until the guest of honour does.

Business Etiquette and Protocol

Relationships & Communication

- The Spanish prefer to do business with those they know and trust.
- It is important that you spend sufficient time letting your business colleagues get to know you.
- Once you develop a relationship, it will prevail even if you switch companies, since your Spanish business colleagues' allegiance will be to you rather than the company you represent.
- Face-to-face contact is preferred to written or telephone communication.
- The way you present yourself is of critical importance when dealing with Spaniards.
- It is best to display modesty when describing your achievements and accomplishments.
- Communication is formal and follows rules of protocol.

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- Avoid confrontation if at all possible. Spaniards do not like to publicly admit that they are incorrect.
- Trust and personal relationships are the cornerstone of business.
- Spaniards, like many societies, are concerned that they look good in the eyes of others and try to avoid looking foolish at all times.

Business Negotiation

- Spaniards place great importance on the character of the person with whom they do business.
- Hierarchy and rank are important. You should deal with people of similar rank to your own.
- Decision-making is held at the top of the company, since this is a hierarchical country. You may never actually meet the person who ultimately makes the decision.
- You may be interrupted while you are speaking. This is not an insult, it merely means the person is interested in what you are saying.
- Spaniards do not like to lose face, so they will not necessarily say that they do not understand something, particularly if you are not speaking Spanish. You must be adept at discerning body language.
- Spaniards are very thorough. They will review every minute detail to make certain it is understood.
- First you must reach an oral understanding. A formal contract will be drawn up at a later date.
- Spaniards expect both sides to strictly adhere to the terms of a contract.

Business Meeting Etiquette

- Appointments are mandatory and should be made in advance, preferably by telephone or fax. Reconfirm in writing or by telephone the week before.
- You should try to arrive on time for meetings.
- The first meeting is generally formal and is used to get to know each other. Do not be surprised if no business is actually conducted during the first meeting.
- Agendas are often used but not always needed to be followed too strict.
- Make sure all your printed material is available in both English and Spanish.
- Not all businesspeople speak English, so it is wise to check if you should hire an interpreter.
- Several people may speak at once. You may be interrupted while you are speaking.
- Decisions are not reached at meetings. Meetings are for discussion and to exchange ideas.
- Most Spaniards do not give their opinion at meetings. Therefore, it is important to watch their non-verbal communication.

Dress Etiquette

- Business dress is stylish yet, conservative.
- Dress as you would in the rest of Europe.
- Elegant accessories are important for both men and women.

Business Cards

- Present your business card to the receptionist upon arriving.
- Have one side of your card translated into Spanish.
- Hand your card so the Spanish side faces the recipient.

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