



Title	Guest Lecture on <b>“Cross Cultural Business Etiquette &amp; Communication”</b> for students of MBA and BBA
Resource Person	Anita Tripathy Lal, Professor, FORE School of Management, New Delhi
Date	August 26, 2014
Summary	<p>This session was organized to develop a holistic perspective of cultural dimensions and raising the awareness level among students about the art of socializing in the business circuit. The session was initiated by making all the students do an activity in which they had to jog and move in circular motion. Also simultaneously each student was required to greet other students in their mother tongue. The purpose of this activity was to familiarize all students with the topic for the day. Then the speaker gave brief introduction about what is communication. Creating a set of expectations and standard communication methods helps improve communication within an organization. All employees need an understanding of the behaviors that are expected while interacting with colleagues. In a company having workforce diversity, laying out detailed expectations for behavior might be necessary. For example writing a policy or entry in the employee handbook to describe best practices for business etiquette and manners, such as how to greet colleagues, personal space and active listening. After this a presentation was shown to the students in which there was a checklist for the students to make them understand who a good listener is. Moving on, she gave a brief insight of various cultures and the way of greeting each other in different cultures with the help of some role plays. After giving a general overview of what differences are there in greeting styles among eastern and western countries she explained about a theory given by Mr. Hall and concluded that “people behave differently because of the diverse cultural backgrounds.”</p> <p>Dr. Anita in the end elucidated upon various etiquettes in different scenarios, viz, face-to-face communication, telephonic conversations, video conferences etc. She also discussed about personal space and hygiene, how to dress up and carry oneself in professional world. Overall, it was a session filled with knowledge, experience and fun!</p>

