

"Respect & Understanding"

*Chinese – Canadian
Cross-Cultural Workshop*

For the Chesley and Area Community
presented by
Ms. Kathy Keyi Jia-Jones M.A.
Cross-Cultural Biz
April 24, 2013

尊敬
理解

Description

This workshop is designed to make new residents from China feel more welcome in Chesley, "The Nicest Town Around."

The fundamentals of Chinese business culture remain very different from those of the West despite the great changes which occurred in China over the past thirty years. This workshop provides practical information and an understanding of the basics of Chinese business culture and etiquette, and helps to foster cross-cultural communication skills, which are important in a multi-cultural community. After completion of the workshop, participants will have an awareness of cultural differences sufficient to minimize potential mistakes and avoid misunderstandings.

Objectives

- Raise cultural awareness
- Gain essential knowledge and understanding of Chinese business culture and etiquette
- Reduce instances of misunderstanding
- Develop confidence and competence in intercultural communication

Agenda

10:00 - 11:00

1. Overview - a brief Chinese cultural context
 - a. Traditional Chinese values
 - b. Some basic cultural differences
2. What's in a name?
 - a. Greetings and titles
 - b. Addressing Chinese names (in China and in the West)
 - c. Business cards





Refreshment Break 11:00 - 11:15

11:15 -12:00

3. Main differences between Chinese and North American communication styles.
 - a. Low context culture/direct communication versus high context culture/indirect communication
 - b. Body language
4. Dining etiquette
 - a. Hosting and toasting
 - b. Business entertaining
 - c. Ins and outs of serving food and pouring tea

Lunch 12:15 - 1:00

1:00 - 2:00

5. Sensitive Issues
 - a. Political issues
 - b. Conversational taboos and faux pas
 - c. Symbolic meanings of colours and numbers
6. Gift-Giving & Receiving
 - a. What not to give
 - b. What to give
 - c. Gift wrapping and presenting

Refreshment Break 2:00 - 2:15

2:15 - 3:00

7. Building cross-cultural competence and managing cultural differences
 - a. Four building blocks
 - b. Tips for managing cultural differences
8. Learning some useful Chinese expressions
9. Summary

Informal Question & Answer Period 3:00 - 4:00

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