

« Savoir-vivre » in a multicultural world
Full Basic Program (I) – 1 day
☛ **Individuals – individually or in group** ☛

0900	introduction – objective general human behaviour - impression, personal liberty, preparation - greeting, presentations, conversation - culture and hierarchy in an enterprise - multicultural attitude	presentation interactive discussion basic manual manual "Use of titles" manual "Cultural divide"
1030	break	
1045	table manners - seating arrangement, postures, cover - smoking, conversation, comments - to rise, changing place/table	presentation interactive discussion basic manual examples
1230	lunch in common	
1330	invitations - host and guest – expectations - formal social event - preparation, carrying out and service - protocol - precedence, seating arrangement	presentation interactive discussion examples manual "receiving"
1500	break	
1520	clothing fashion trends and style - dress-code - formal and private occasions correspondence - form and style - writing paper and visiting cards - answers, thanks, congratulations, condolence - E-mail, cellular, phone, fax	presentation interactive discussion examples manual "dress-code" presentation interactive discussion examples manual "correspondence"
1700	End of the seminar	
