

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

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0800	<b>introduction</b> - objective, methodology - definitions and expectations	presentation discussion examples
	<b>general human behaviour (I)</b> - first impression - personal liberty, preparation - status and hierarchy in an enterprise - multicultural attitude	presentation discussion examples manual "Cultural divide"
1000	break	
1030	<b>general human behaviour (II)</b> - greeting – address and presentations - host and guest – situations	presentation discussion examples basic manual
	<b>table manners</b> - seating arrangement, posture, cover - cutlery, smoking, conversation - to rise, changing place/table	presentation discussion examples basic manuel
1215	<b>lunch in common</b>	
1345		
<i>either</i>	<b>invitations</b> - host and guest - expected behaving	presentation discussion basic manual
<i>or / and</i>	<b>receiving</b> - organisation and carrying out	presentation discussion manual "receiving"
<i>or / and</i>	<b>clothing</b> - fashion trends & style - fitting clothing - dress code - formal and private occasions	presentation examples discussion manual "Dress code"
<i>or / and</i>	<b>correspondence</b> - form & style - writing paper and visiting cards - answers, thanks, congratulations, condolence - E-mail, cellular, phone and fax	presentation discussion examples manual "Correspondence"
1730	End of the seminar	

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