23.3.3020.

**WORKING ACROSS CULTURES**

**SAYING NO POLITELY**

p, 30 and 31

When doing business abroad you should be aware of different ways of behaving, attitudes and customs that other cultures have. Taking these into account improves communication and relationships between people belonging to different cultures.

* Is it embarrassing to say *no* directly in our country?
* When is it ok/rude to say *no*?
* Do people often make excuses for saying *no*?
* How can we say *no* indirectly*?*

TASK 1

Listen to the first part of a talk by a cross-cultural communications expert and complete the 5 tips on page 30:



Vocabulary:

(trade /book/job/ careers) fair – sajam

to make a request – make a polite/formal demand

genuine- real, sincere

Correct answers:



TASK 2

Listen to the second part of the talk, and decide which statements are T and which are false F. Correct the false ones.

**

Vocabulary:

to turn down sb’s request – refuse sb’s request

embarrassement- the feeling of being uncomfortable, nervous, ashamed

to lose face- do something which makes people respect you less

to do research - istraživati

Correct answers:



TASK 3



Listen to check your answers.

Correct answers:



PRACTICE:

Look at the situations under *Task* on page 31. Say no politely.