

INTERNATIONAL BUSINESS SAVVY by Ms. Marlene Legasi-Munar

It is very true that we are living in a global village and what we have is a global economy. Maraming mga tao ngayon, maraming mga professionals ang pumupunta sa iba't-ibang bansa para doon gumawa ng mga business transactions kaya naman kinakailangan na ang mga professionals ay equipped din pagdating sa international relations. So let me share with you general tips for savvy international relations from the book *The Etiquette Advantage* by June Hines Moore. Pag dating sa greetings, kinakailangan kahit papano meron tayong ilang mga greetings na nalalaman buhat doon sa bansa na pupuntahan natin. If you are going to have a business trip in Japan, make sure that you know how to say thank you in Japanese and that is arigato, sa Arabic naman shukran, French - merci, and in German – danke. Magandang kahit papano meron tayong baon-baon na mga greetings para naman we are able to establish a positive first impression at magagawa iyan if you take time and you exert extra effort in learning their language. When it comes to names, siyempre pag pumunta ka sa ibang bansa, iba-iba rin at unique ang mga pangalan ng tao na makakasalamuha mo doon. Always ask how someone prefers to be addressed. Sometimes, first and last names are reversed. Kagaya ng Allen Tate might be Mr. Allen because that is the last name. So, it is important that we also ask about titles. Do not use first names unless you are specifically told to do so. To be on the safe side, kinakailangan gamitin muna natin iyong mga titles, iyong mga titulo ng mga tao na makakasama natin sa meeting. Mas maganda na magsimula tayon on a formal note kaysa naman first-name basis tayo kaagad pagkatapos maooffend pala iyong ating kausap. Pay particular attention as to how people would like to be addressed. When it comes to touching, remember that in some cultures it is forbidden to touch strangers. Back slapping is always a bad idea. Iyon bang hinahampas natin sa braso o sa likod. Minsan ang mga magkakabarkada o kaya iyong matagal nang magkakakilala iyan iyong paraan ng batian, but if you are a first timer in a foreign land maging maingat tayo because some cultures forbid touching with strangers. Pag dating sa jokes, tayong mga Pilipino ay sadyang mapagbiro, but we should never joke about the food, architecture or government of a country even if the locals do. Making ethnic jokes can have serious consequences in your business and remember you are also representing not just your company, you are also representing your country. Finally some tips on gift giving. In a particular culture, always learn when, what, to whom, and how much and how a gift should be presented. If you accept a gift, learn when you should open it and what you should say and do afterwards. Meron kasing mga kultura na kapag binigyan ka ng regalo para ipakita na naappreciate mo ang kanilang effort dapat sa harapan nila ay bubuksan mo na kaagad ang regalong iyon. But for some cultures hindi ganoon ang practice. Ang regalo ay binubuksan kapag umalis na ang nagbigay sa iyo o kaya naman kapag ikaw ay nasa bahay na. Simple areas to prepare for when you are going on a business trip outside the country - make sure that you do your homework. Pag-aralan ang mga basic words like thank you, hello, please, or how are you. Pag-aralan din kung papaano dapat sabihin ang pangalan ng mga taong kakatagpuin mo. Remember that in some cultures touching with strangers is forbidden. When it comes to humor, huwag magbigay ng biro o huwag magbiro tungkol sa kultura, pagkain, architecture or government nung bansa na binibisita mo at alamin din kung ano ang appropriate pag dating sa gift giving. These are helpful tips from the book *the Etiquette Advantage* by June Hines Moore.

Be a blessing in the workplace today.