

# 14b Business behaviour

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- 1 How important are the following characteristics in your workplace or for business in your country?  
Put a cross in the appropriate place on each line.

	Not important / to be avoided	Very important
a using first names	←	→
b punctuality	←	→
c physical contact	←	→
d humour	←	→
e giving gifts	←	→
f socialising outside work	←	→
g physical appearance	←	→
h small talk	←	→
i showing emotions	←	→
j working extra hours	←	→
k appearing to be busy	←	→
l formality between levels in the hierarchy	←	→

- 2 Work in groups and share your profiles with each other. Give examples from your own experiences to explain the characteristics of your culture or company's business behaviour. Use the following expressions:

It is always a good idea to ... because ...  
 One thing you should never do is ... because ...  
 People tend to / tend not to ... because ...  
 A lot of people ... but I don't because ...  
 It's usually appreciated if you avoid (-ing), because ...  
 On the whole, people don't ... because ...  
 It's just 'not done' to ... because ...