

Culture-specific values: matching exercise

Refer to [Culture Atlas](#) to match the left column with the right

Chinese culture: Do's and Don'ts

1. Express flattery where it is due	a. ask it in several ways to ensure mutual understanding
2. Make an effort to keep the discussion	b. as this will give face to the recipient
3. Try to avoid directly criticising someone or pointing out their mistakes	c. harmonious and balanced
4. When given a vague response to a question of yours	d. as this may cause Chinese people to lose face

Chinese culture: Communication

1. A Chinese person's preoccupation with saving face	a. unless it is unavoidable
2. The Chinese generally do not touch people that are strangers to them	b. and is a sign of politeness and respect
3. Silence is an important and purposeful tool used in Chinese communication	d. means they will seldom give a direct 'no' or negative response
4. Direct eye contact is generally favoured over indirect eye contact	c. and shows the listener has thought carefully and given due consideration

Indian culture: Do's and Don'ts

1. Be patient when making decisions or negotiating with your Indian counterpart	a. as some Indians may take offence to this manner of speech
2. Avoid crude humour or swearing	b. as someone's occupation is usually an important part of their personal identity
3. Do not criticise or patronise someone for their profession or vocation	c. because they may take time when deliberating or making decisions
4. Avoid negative comments or criticisms about a person's ability or attributes	d. or you give your Indian counterpart the impression that you are insensitive

Indian culture: Communication

1. Direct refusals, such as 'no'	a. and an arm's length of distance is common during interactions
2. Indians generally respect each other's personal space	b. means that some Indians automatically answer 'yes' to direct questions that require a yes or no answer.
3. The cultural preoccupation with politeness and modesty	c. or avert their eyes from the opposite gender rather than sustaining eye contact
4. In general, Indians prefer to keep eye contact minimal	d. may be considered to be too harsh and disagreement interpreted as hostile