

Cultural Etiquette Tips

- Good business is about good relationships. Good relationships are based on trust. Earn trust by showing curiosity about your intended destination.
- The key to success is research. It is incumbent on the traveler to adapt to the host country.
- Suspend judgement. Approach the culture with respect and curiosity. Listen closely and be prepared to change your approach based on observations.
- Research cultural differences related to dress, punctuality, expectations of after-hours meetings, personal space, etc.
- Pay attention to things of meaning in the country, the landscape, local cuisine, and don't just dive into business conversation.
- If gift giving is expected, plan to pack small gifts.
- Avoid traveling on local holidays.
- Download a translator app to learn a few phrases.
- Practice patience. Potential partners want to know you are in their market for the long haul. It takes time to build trust and may require many conversations and trips to seal a deal.
- Confirm the best way to communicate with your potential partner before departing the country and then don't forget to follow up!

Safety Tips

- Register with the State Department's Smart Traveler Enrolment Program.
- Check for <u>travel advisories</u>.

View Trade Talk Tuesday Recordings:

https://www.eastmichigandec.org/

Trade Talk Tuesday

Please join us for the next 20-minute free webinar discussing Incoterms.

Date

December 5, 2023

Registration

https://trade.webex.com/weblink/register/rf3b3

Your Local Office

U.S. Commercial Service Detroit & East Michigan Jennifer Moll, Director Jennifer.Moll@trade.gov

Eve Lerman, Senior International Trade Specialist Eve.Lerman@trade.gov (East Michigan)

Jennifer Loffredo, Senior International Trade Specialist, <u>Jennifer.Loffredo@trade.gov</u> (Detroit)

U.S. Commercial Service Grand Rapids

Kendra Kuo, Director Kendra.Kuo@trade.gov

Allie VanDriel, Senior International Trade Specialist <u>Allie.VanDriel@trade.gov</u>







Health Tips:

- Countries may require documentation of vaccines. Check the country's consulate in the United States to determine requirements. Check with your doctor or health department for recommended vaccines and medications well in advance of your trip.
- Avoid alcohol on the plane and stay hydrated.
- Acclimate yourself to the local time zone by spending time outdoors, even if it is for a short walk.
- Take a nap when you first arrive, before attending business meetings. (Set multiple alarms!)
- Use a clothes/pants hanger to clip your hotel curtains shut to darken your hotel room.

Data Security Tips:

- To protect yourself and your company's data while traveling, consider using a temporary cell phone (burner phone). Leave your regular phone at home or change your sim card.
- In some locations it is recommended that you keep your devices on you not at the hotel.

Additional Tips & Resources:

- Allow time to apply for a visa. Check with the county's consulate in the U.S. to determine requirements.
- Make two copies of all of your travel documents in case of emergency and leave one with a trusted friend or relative. Carry the second copy with you in a separate location than your original document.
- Credit cards are not universally accepted overseas. Plan to bring local currency to cover expenses.
- Read the U.S. Commercial Service's <u>Country Commercial Guide</u> and the <u>U.S. State Department's Annual Investment Climate Report</u> prior to your meetings to learn about top sectors and the general business environment for your destination.
- Ask your local trade specialist to connect you to U.S. Embassies. Depending on availability, you may
 arrange to meet with the U.S. Commercial Officers/Specialists for country market briefings or
 introductions to potential international partners.

Acknowledgments:

Thank you to our panelists, Cindy Biggs, Principal Consultant, SystemixConsulting, and Tom Strauss, Senior Commercial Officer in Algeria, for sharing your knowledge. Appreciation is also given to the <u>East Michigan</u> and <u>West Michigan</u> District Export Councils for supporting the Trade Talk Tuesday series.

For additional insights, contact your local U.S. Commercial Service office.



