

Appendix 3: Q1, Pre-questionnaire

1- Use of ICTs	Yes	No	Without answer
PC	71	29	0
Laptop	87,5	12,5	0
Phone/Smartphone	100	0	0
Mobile internet	100	0	0
Fixed internet	87,5	8,3	4,2
Tablet	42	54	4

Appendix 4: Q2, Pre-questionnaire

2- Frequency of use	Never	Sometimes	Regularly	Almost every day	Without answer
Word	0	0	54	46	0
PPT	54	21	17	4	4
Social networks	0	25	12,5	62,5	0
WhatSapp	4	0	0	92	4
YouTube	12,5	21	12,5	54	0
Search engines	0	0	8	92	0
Cloud apps	25	45,8	16,7	12,5	0
Blogs	62,5	20,9	8,3	8,3	0
Wikis	33,4	50	12,5	4,1	0

Appendix 5: Q3, Pre-questionnaire

3- Frequency of use for each action	Never	monthly	weekly	Every day	Without answer
To communicate using email	29,16	29,17	12,5	29,17	0
To communicate using social networks	12,5	25	12,5	50	0
To communicate using Whatsapp or line	4	0	0	96	0
For personal use (listening to music, watching videos and films, reading news, etc.)	4,1	12,5	8,4	75	0
To find information which help to do homework (any subject)	0	4,2	54,2	37,5	4,1
To find information which help to do homework of the English subject	4	21	54	21	0

Appendix 6: Q1, Post-questionnaire

1 Usefulness of this WQ to learn the following aspects:	Hardly ever	Something	Quite a lot	A lot	Without answer
Cultura	0	21	42	33	4
Reading in English	4	54	33,5	8,5	0
Vocabulary	4	46	46	4	0
Grammar	0	58	33,5	8,5	0

Appendix 7: Q3, Post-questionnaire

3 Problems during the development :	Hardly ever	Something	Quite a lot	A lot	Without answer
Lack of time	21	50	8,5	12,5	4
Lack of vocabulary	12,5	29,2	46	8,3	4
Group work	71	0	8	17	4
Reading comprehension	17	33,5	37,5	8	4

Appendix 8: Q6, Post-questionnaire

6 Group work has been a/an.... experience.	Hardly ever	Something	Quite a lot	A lot
easy	17	8	37,5	37,5
useful	0	20	59	21
enriched	8,5	33,5	29	29
100% shared	4	25	29	42

Appendix 9: Q10, Post-questionnaire

10 Time used for carrying out the following parts:	Less than 30 min.	From 30 min. to 1h	From 1 to 2h	From 2 to 3h	From 3 to 4h	Without answer
Hot Potatoes exercises	79,1	12,5	4,2	4,2	0	0
To read the link about intercultural competence and to answer the questions in group	33,3	42	16,7	4	0	4
To read the links individually	33	42	25	0	0	0
To answer the individual questions	33	46	4	17	0	0
To create the tips' list	25	58	8,5	0	8,5	0
To share with the rest of the group and to revise the final task	21	37,5	33,2	8,3	0	0

Appendix 10: Q11, Post-questionnaire

11 Influence of these parts to learn cultural aspects:	Hardly ever	Something	Quite a lot	A lot	Without answer
Link about intercultural competence	25	54,2	8,4	8,4	4
Links to research about a specific country	4	37,5	33,5	21	4
Creation of the tips' list	4,1	29,2	54,2	8,4	4,1
Sharing and revising the final task	12,5	41,7	16,7	25	4,1

Appendix 11: Q17, Post-questionnaire

17 During the WebQuest...	Hardly ever	Something	Quite a lot	A lot	Without answer
I have found all answers for the questions in the links	0	41,5	37,5	21	0
I have used other resources or links (apart from those used for finding images and videos)	50	25	12,5	12,5	0

Appendix 12: Q18, Post-questionnaire

18 Usefulness of the following materials:	Hardly ever	Something	Quite a lot	A lot	Without answer
Link to the explanation about the modal verb <i>should</i>	0	25	50	25	0
Questions about intercultural competence	4,1	33,4	37,5	25	0
Questions about the researched country	4,1	12,5	54,2	29,2	0
Dictionaries	17	33	12,5	25	12,5
List of aspects that should be commented in the tips	4	21	46	21	8
Rubric	8,2	42	37,5	8,2	4,1

Appendix 13: An example of students' final task

READY FOR INTERCULTURAL MEETINGS?



SAUDI ARABIA, INDIA, NORWAY and JAPAN

Javi Valdecabres

Pedro Navarro

Vicente Villar

Carmen Sorribes

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INITIAL QUESTIONS

WHAT IS INTERCULTURAL COMPETENCE?

Intercultural Competence is a recent construct coined by Chen and Starosta that has been considered as a professional action competence and is being approached from different disciplines as Education-Training, Communication, Management and Psychology. This construct appears as a necessity and a requirement to address international competitiveness both in the professional sphere, as in the academic and social ones.

Intercultural Competence refers to cultural and non-verbal communicative factors.

WHAT IS INTERCULTURAL SENSITIVITY?

“Intercultural Sensitivity” is the most Intercultural Competence dimension studied. This concept refers to “the desire that motivates people to know, understand, appreciate and accept differences among cultures” (Chen & Starosta 1996).

CAN YOU DEFINE NON-VERBAL LANGUAGE?

Non-verbal communication is the process of communication through sending and receiving wordless (mostly visual) cues between people. It is sometimes mistakenly referred to as body language (kinesics), but non-verbal communication encompasses much more. We talk about the use of non-verbal communicative factors referring to body language, touching, use of space or silence.

DO YOU THINK TURN-TALKING IS IMPORTANT IN MEETINGS?

Yes of course. Turn-talking also differs across cultures. In some cultures, interrupting is acceptable but in others it is normal to wait for your interlocutor to finish speaking before making comments. In addition, in some cultures a period of time between turns of speaking is a norm.

SAUDI ARABIA

(Javi Valdecabres)



Introduction

Saudi Arabia, officially known as the **Kingdom of Saudi Arabia (KSA)**, is the largest [Arab](#) state in [Western Asia](#) by land area (approximately 2,150,000 km² (830,000 sq mi), constituting the bulk of the [Arabian Peninsula](#) and the second-largest in the [Arab world](#) after [Algeria](#). It is bordered by [Jordan](#) and [Iraq](#) to the north, [Kuwait](#) to the northeast, [Qatar](#), [Bahrain](#) and the [United Arab Emirates](#) to the east, [Oman](#) to the southeast, and [Yemen](#) in the south. It is the only nation with both a [Red Sea](#) coast and a [Persian Gulf](#) coast.

The Kingdom of Saudi Arabia was founded by [Abdulaziz bin Abd al-Rahman Al Saud](#) (known for most of his career as *Ibn Saud*) in 1932.

There are 21 million Saudi nationals and 5 million foreigners living in Saudi Arabia. With the world's second [largest oil reserves](#) and the world's [sixth largest natural gas reserves](#), the Kingdom is categorized as a [high income economy](#) with [19th highest GDP in the world](#).

COMPREHENSION QUESTIONS: SAUDI ARABIA

1. What can happen when you meet someone for the first time in business contexts in Saudi Arabia?

You do not be surprised to find yourself ushered into a room with several other people who you have never met and do not know.

2. It is a common practise to interrupt other people when they are talking in a meeting?

Yes, discussions can, therefore, appear disjointed with several people speaking at the same time.

3. Is eye contact important in business contexts in Saudi Arabia?

Yes

Why?

Because your ability to interact effectively in the eyes of your Saudi contacts will, in large measure, determine their opinion of you.

4. Is it obligatory to give gifts to Saudis?

No it isn't.

If you give them a present what things should you avoid?

You not open it in front of the giver and avoid the following:

- Alcohol
- Pork
- Knives
- Pigskin
- Perfumes with alcohol and any images with nude women.

5. In Saudi Arabia, it is important to offer compliments to your host, his organisation, and Saudi Arabia?

Yes it is.

Why?

Because the Muslim world in general is important do not seem distant, aloof or embarrassed if this happens - take the compliments in the spirit they are given.

6. Should you be surprised if people seem aggressive in meetings?

No I shouldn't

Why?

Because speaking volubly and with a rising tone shows sincerity

7. What is the situation of women, regarding business, in Saudi Arabia? (Western and Saudi Arabia women)

Women play little role in public life and is very difficult for women business travellers to achieve a great deal in the country - even if they are granted a visa.

8. What is the appropriate appearance (dress code) for men in Saudi Arabia?

Men should wear suits and ties for business meetings,

And for women?

Women should wear business suits (not trousers) which leave as little flesh showing as possible. Skirts should be well below the knee and preferably ankle-length. It is also advisable for women to carry a headscarf.

GLOSSARY

Ushered: dio el paso

Drag: arrastre

Seemingly: al parecer

Annoyance: molestia

Either: ya sea

Pigskin: de cerdo

Grasp: comprensión

Host: acogida

Flattery: la adulación

Weaker: más débil

Flesh: fresco

Bizarre: extraño



Emblem of Saudi Arabia

TIPS SAUDI ARABIA

1. You shouldn't give gifts like alcohol.
2. You should offer compliments.
3. You shouldn't be surprised if people seem aggressive in meetings.
4. You should speak foreign languages.
5. If you are woman you should be very conservative in both their dress code and behavior.
6. Men should wear suit and ties for business meetings
7. You shouldn't give gifts like pork
8. You shouldn't enter Saudi Arabia without an invitation and you may not leave without an exit permit.
9. You should know that Meetings can involve sitting in rooms with unknown people who are simultaneously meeting your contact.
10. You should know that in Arabia Saudita levels of eye contact are very strong and strong eye contact denotes sincerity and trustworthiness.
11. You should avoid any negative references to Islam, the situation in the Middle East or the role of the House of Saud.
12. You shouldn't wear traditional Saudi costume if you are a man as this may seem bizarre or even offensive behaviour to local Saudis.

INDIA

(Pedro Navarro)



Introduction

India is a country in [South Asia](#). It is the [seventh-largest](#) country by area, the [second-most populous](#) country with [over 1.2 billion people](#), and the most populous [democracy](#) in the world. Bounded by the [Indian Ocean](#) on the south, India is in the vicinity of [Sri Lanka](#) and the [Maldives](#); in addition, India's [Andaman and Nicobar Islands](#) share a maritime border with [Thailand](#) and [Indonesia](#).

Home to the ancient [Indus Valley Civilisation](#) and a region of historic trade routes and vast empires, the [Indian subcontinent](#) was identified with its commercial and cultural wealth for much of its long history. Four world religions—[Hinduism](#), [Buddhism](#), [Jainism](#), and [Sikhism](#)—originated here, whereas [Judaism](#), [Zoroastrianism](#), [Christianity](#), and [Islam](#) arrived in the 1st millennium [CE](#) and also helped shape the region's [diverse culture](#).

COMPREHENSION QUESTIONS: INDIA

1. What type of meeting styles can you find in India? What are the main differences between them in terms of interruption and small talk?

There are two styles of meetings in India. Much emergent companies are actively pursuing in a modern business methodology and this will result in meetings following familiar patterns with agendas, a chairperson and reasonable time keeping. More traditional Indian companies will, however, retain more local approaches to meetings and these may cause the international business traveller more concerns.

Meetings with more traditional Indian organisations are likely to seem very informal with the possibility of interruptions where unknown people enter the room and start to converse about other, disconnected issues or where your contact breaks off to answer the phone. This not happen in modern meetings, of course.

2. Is gift giving a common practise, in business contexts, in India?

Yes it is. Gift giving is an endemic part of life in India and it is thought that the gift giver is the one who should thank the receiver. (The gifts given during life being an aid to a better after-life.)

What type of gifts should you give to Indian people?
Gifts need not be large or expensive but should always be wrapped. Traditionally, gifts are wrapped and not opened in front of the giver. When wrapping gifts, avoid black or white paper which is considered unlucky. Try to be thoughtful about the religious conventions and sensitivities of the receiver - do not give alcohol to a Muslim or beef to a Hindu.

3. How many languages are spoken in India? What is the most common language in business contexts in India?

There exist five official languages in India.
Many Indians speak English excellent, almost perfect English and it would be unusual to meet any business person engaged in international trade who was unable to converse in the language.

4. Should you be very specific in your questions in a meeting with Indian people? Why?

No we shouldn't. We shouldn't to attempt to force your Indian contacts to be more direct and forthright than they feel comfortable with otherwise you may frighten them away.

5. Should you be surprised if the meeting starts with questions about your family? Why?

NO we shouldn't. As Indians are highly family-oriented, do not be surprised if many meetings begin with questions about your family.

Such small talk is considered to be highly civilised behaviour and a good way to establish meaningful dialogue later in the proceedings. Do not be over-eager to move things onto an empirical business basis too quickly.

6. What is the situation of foreign women in Indian business contexts?

Foreign women seem to have little difficulty being accepted in an Indian organisation. It would appear that the rank of an individual supersedes any notions of gender inequality which may be inherent in Indian society. If a woman has the position of manager, she must be there for a reason and her instructions will be followed just as diligently as those of a male manager.

7. What is the situation of Indian women in business contexts?

Although the vast majority of senior managers in India are men, there is a growing cadre of women who are working their way up the corporate ladder and this trend is expected to grow along with the increasing levels of women's education and the influence of western MNCs in the business landscape of the country

It is important that women managers act at all times in a formal manner with male subordinates, as any overt signs of friendship or affection could be misconstrued.

GLOSSARY

Upon: al

Chairperson: quien preside

Concerns: preocupaciones

Seemingly: al parecer

Worthiness: dignidad

Vagueness: vaguedad

Otherwise: de lo contrario

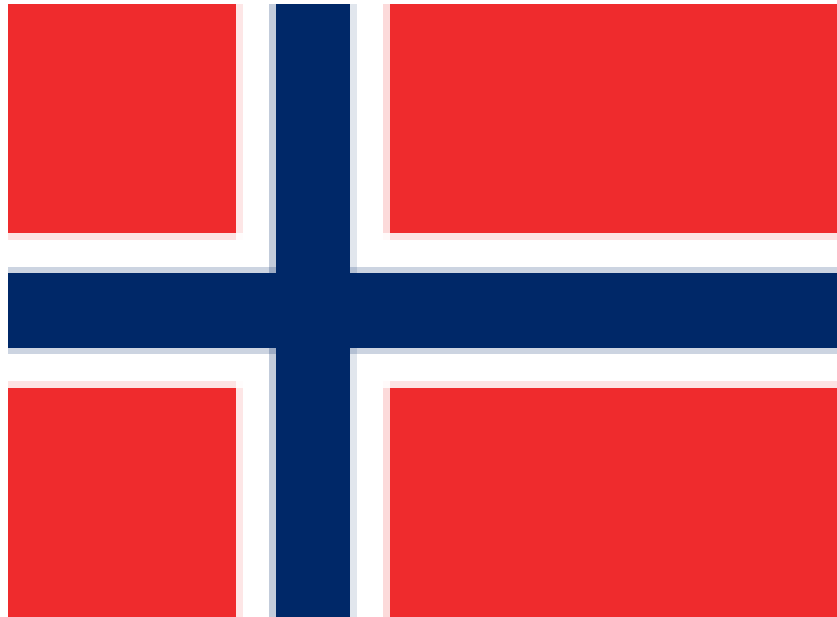
Misconstrued: mal interpretadas

TIPS INDIA

1. You shouldn't to interrupt in modern meetings
2. You shouldn't give alcohol to a Muslim or beef to a Hindu.
3. Gifts you give should always be wrapped.
4. You shouldn't to attempt to force to the Indian person.
5. You should to be patient and polite, not direct.
6. You shouldn't to be surprised if Indian ask you about your family.
7. If you are woman, you should to know that you will be treated inequality.
8. If you are woman, you should to act very formal with the male subordinates because a sign of friendship or affection could be misconstrued.

NORWAY

(Vicente Villar)



Introduction

Norway,officially the **Kingdom of Norway**,is a [Scandinavian unitary constitutional monarchy](#) whose territory comprises the western portion of the [Scandinavian Peninsula](#), [Jan Mayen](#), the [Arctic](#) archipelago of [Svalbard](#), and the sub-Antarctic [Bouvet Island](#). Norway has a total area of 385,252 square kilometres (148,747 sq mi) and a population of 5,109,059 people.

It is the 2nd [least densely populated](#) country in Europe. The country shares a long eastern border with [Sweden](#) ([1,619 km](#) or 1,006 mi long), which is the longest uninterrupted border within both [Scandinavia](#) & [Europe](#) at large. The [capital city Oslo](#) is the largest in the nation, with a population of 630,000. Norway has extensive reserves of [petroleum](#), [natural gas](#), [minerals](#), [lumber](#), [seafood](#), [fresh water](#), and [hydropower](#).

Two centuries of [Viking](#) raids to southern and western areas tapered off following the adoption of [Christianity](#) in AD 994. Norway expanded its control overseas to parts of [Britain](#), [Ireland](#), [Iceland](#), and [Greenland](#). Norwegian power peaked in 1265, but competition from the [Hanseatic League](#) and the spread of the [Black Death](#) weakened the country.

COMPREHENSION QUESTIONS: NORWAY

1. Is punctuality important in Norway? Why?

Yes, it is. Lateness is generally not acceptable and it implies a lack of courtesy and respect for the other members present

2. Are agendas important in Norwegian meetings? Yes.

Why?

The meeting would run the risk of disintegrating into an aimless discussion.

3. What should you do if you want to talk in a meeting in Norway?

If you wish to make a comment, raise your hand slightly and wait until the current speaker has finished.

4. What should you do if you want to convince a Norwegian person?

If you want to convince a Norwegian, tell him the facts in a straightforward and direct manner.

5. What is the role of silence in Norwegian meetings?

More is less, so if you don't have anything to say, don't speak! Do not feel the need to fill any silence with conversation. Silence is often used as thinking time and the prelude to what will be said next.

6. Can you interpret minimal body language as a sign of lack of attention?

Yes

Why?

Body language is quite minimal but do not take the lack of any overt signs of interest as disinterest. Reserve is a highly prized characteristic and it would be foolish to interpret lack of emotion as a sign of boredom or as lack of attention.

7. What is the situation of women in business in Norway?

The women in business should face no gender bias whatsoever and can be assured that they will be judged solely on their professional competence.

8. What is the appropriate appearance (dress code) for men in Saudi Arabia?

People are expected to be neat, tidy and well-groomed, man doesn't dress and overtly ostentatious way or wear too much flashy, expensive jewellery as this would be contrary to just about every Jante Law.

And for women?

As with the men, ladies tend towards smart casual with trousers much in evidence - especially in the colder months.

GLOSSARY

Lengthy: largo

Lacking: carente

Backed-up: copia de seguridad

Lateness: retraso

Aimless: sin rumbo

Weakness: debilidad

Foolish: tonto

Bias: sesgo

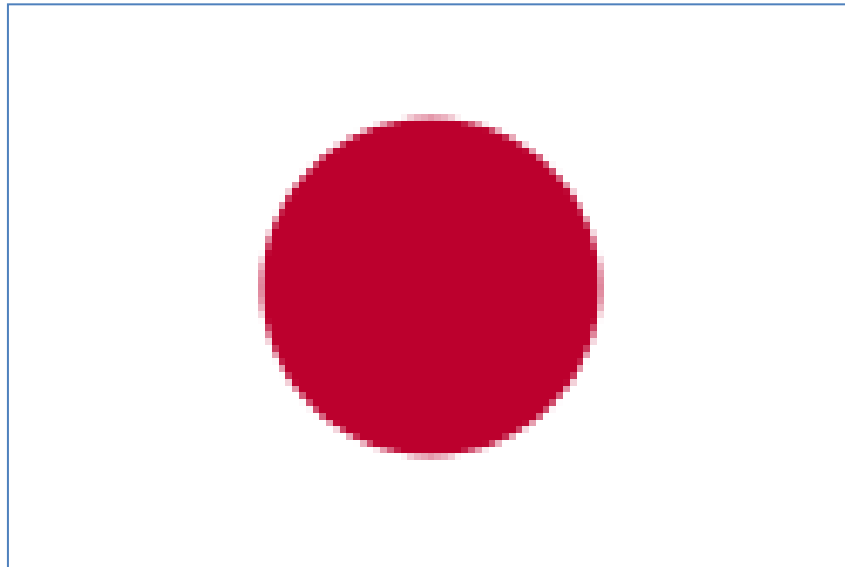
Neat: ordenada

TIPS NORWAY

1. You should to be punctual in a Norway meeting
2. You shouldn't to speak when other people are speaking. You shouldn't interrupt.
3. You should to speak diplomatic in Norway meeting.
4. You shouldn't overall a product or idea.
5. You should save silence in conversations in Norway meetings.
6. You shouldn't to use too much body language.
7. You should go dress tends towards.
8. You shouldn't put expensive jewellery.

JAPAN

(Carmen Sorribes)



Introduction

Japan is an [island nation](#) in [East Asia](#). Located in the [Pacific Ocean](#), it lies to the east of the [Sea of Japan](#), [China](#), [North Korea](#), [South Korea](#) and [Russia](#), stretching from the [Sea of Okhotsk](#) in the north to the [East China Sea](#) and [Taiwan](#) in the south. The [characters](#) that make up Japan's name mean "sun-origin", which is why Japan is sometimes referred to as the "[Land of the Rising Sun](#)".

Japan is an [archipelago](#) of [6,852 islands](#). The four largest islands are [Honshu](#), [Hokkaido](#), [Kyushu](#), and [Shikoku](#), which together comprise about ninety-seven percent of Japan's land area. Japan has the world's [tenth-largest population](#), with over 126 million people. Honshū's [Greater Tokyo Area](#), which includes the *de facto* [capital city](#) of [Tokyo](#) and several surrounding [prefectures](#), is the [largest metropolitan area](#) in the world, with over 30 million residents.

Archaeological research indicates that people lived in Japan as early as the [Upper Paleolithic](#) period.

The **culture of Japan** has evolved greatly over the millennia, from the country's prehistoric [Jōmon period](#), to its contemporary hybrid culture, which combines influences from [Asia](#), [Europe](#), and [North America](#). The inhabitants of Japan experienced a [long period of relative isolation from the outside world](#) during the [Tokugawa shogunate](#), until the arrival of "[The Black Ships](#)" and the [Meiji period](#).

COMPREHENSION QUESTIONS: JAPAN

1. Is punctuality important in Japanese business meetings? Why?

Yes, the punctuality in Japanese meetings is important because it shows respect for the attendees.

2. Should you show your impatience if the meeting with Japanese people is preceded by a long, non-business polite conversation? Why?

- No, Japanese meetings are often preceded by long, non-business polite conversation which could cover such topics as mutual contacts, the merits of your company, Japanese food, etc.

- You shouldn't become exasperated by this use of time, so it is an essential element of the relationship-building process. Show your impatience would be a mistake.

3. What is "Wa"? Is it important in Japanese meetings?

- This concept is still alive today in Japan and it appears in the first Constitution written for Japan by Prince Shotoku during the Asuka period (around 600AD). The first article can be deemed a sort of definition of *Wa*:

"Harmony should be valued and quarrels should be avoided. Everyone has his biases, and few men are far-sighted. Therefore some disobey their lords and fathers and keep up feuds with their neighbours. But when the superiors are in harmony with each other and the inferiors are friendly, then affairs are discussed quietly and the right views of matters prevails."

- So we can conclude that concept of *Wa* represents the social harmony in Japan and, of course, it is very important in meetings. Although it is important to search for a solution, this must not be achieved at the expenses of disturbing the peace. No individual will wish to proffer a strong opinion, which might cause some form of confrontation and therefore affect *Wa*.

Japanese decisions are reached through a process of consensus-building meetings, each of which is concerned with the preservation of *Wa*. This means that the decision-making process can seem very long and drawn out. Patience is essential in these situations, as to show impatience could have an adverse effect on the all-important *Wa*.

4. Should you have business cards when doing business in Japan? How should you present them?

- Yes, we should. Business cards are important when doing business in Japan, so will be important too we have a plentiful supply of business cards with information printed on the back in Japanese.

- Cards are presented at an early stage in formal manner. We should present and receive the card with the two hands. We should present our card Japanese side up.

5. Where should you put the card of the person you want to do business with during the meeting?

We should to treat our Japanese contact's card with respect — the card is the man. Don't write on it or leave it behind, as this would show disrespect. During the meeting, place the cards carefully on the table in front of you with the senior person's card on the top.

6. Is gift given a common practise in Japan? What types of gifts are appropriate?

- Yes, it is. Giving gift to to people from different **cultures** can be a confusing. In Japan, it is common for colleagues to exchange presents. This is a tradition.

Gift giving is an endemic part of Japanese business life and should not be confused with notions of bribery and corruption.

Gifts should not be too lavish but should always be of good quality. It is important to take a number of small gifts to Japan to distribute to new and existing contacts.

Gifts should always be wrapped. Avoid giving gifts in quantities of four or nine as these are unlucky numbers. Anything sharp could signify the desire to end a relationship.

- Gifts of food or liquor ([cookies](#), expensive candy, and fruit) are always good choices especially for modest gifts. If you're bringing a gift from your home country, make sure it's not 'made in Japan'. And don't select company items with your logo that may be a promotional item and look cheap. Because of the long held traditions, you may choose to shop for, or at least have your

gifts wrapped by a store, after you arrive in Japan. This way you'll know your gift will be correct.

In Japan symbolism is important. A gift with a pair of items is considered lucky, but sets of four or nine are unlucky.

Plus, the number 4 also means death; and the color red is associated with funerals, so don't give a pen with red ink, and don't write out a card using red. Books aren't appropriate; and sharp objects like knives, scissors, and letter openers symbolize 'severing a relationship'.

7. Should you ask specific questions in order to ensure that Japanese business people have understood? Why?

- Yes we should.

- Japanese communication is sometimes difficult because of the development of relationships in Japan is often dependent on people's ability to read the underlying truth which may underpin the spoken rhetoric. It can, of course, be very difficult for the non-Japanese to navigate these very confusing paradoxes.

It is probably best to say that everything should be questioned in order to ensure that clear understanding has been achieved. Check back several times for clarification of anything that remains unclear.

8. What does silence mean in Japanese meetings? Do Japanese business people use body language?

- It is a cultural attitude adopted by the Japanese to not generate more tension. In times of stress or difficulty during a meeting, the Japanese will often resort to silence in order to release the tension in the room and allow people to move away from the area of difficulty (to preserve harmony which is tantamount).

- No they don't. Japanese body language is very minimal, making it difficult for the untrained observer to read. The Japanese seem to be very still in meetings, sitting in a formal upright posture. It is rare for any reaction or emotion to be visible.

9. What is the situation of Japanese women in business? And what about western women?

- Japan is a highly structured and traditional society. Both business and personal relationships are hierarchical. Older people have higher status than younger, men higher than women and senior executives higher than junior executives.

Women in Japan are discriminated in workplace. Women are largely expected to perform lower grade tasks and to leave employment upon marriage or the birth of children. Although there has been a slight shift in this trend over recent years, the changes are negligible.

This issue is hotly debated within Japan with more pressure being brought to bear on employers to improve the situation but change has been slow.

- Western women working in Japan will probably only encounter difficulties when trying to manage Japanese male colleagues - especially if they are older. Otherwise they will be accepted as an 'honorary man'.

Non-Japanese women are treated very politely in business and it is understood that Western women hold high-level positions in business. Western women must establish credibility and a position of authority immediately.

A non-Japanese woman is viewed first as a foreigner and then as a woman and is treated accordingly.

10. What is the appropriate appearance (dress code) for men in Japan? And for women?

- In Japanese business etiquette code and appearance hold a very high value. The Japanese are very formal and frequently dress to impress despite having a somewhat conservative demeanour. Japanese pay close attention to one's attire and can equate a good appearance to having high social and corporate status. The business convention of dark suit, shirt and tie is very much the norm in Japanese mainstream business and although other colours are seen more often nowadays than in the past, it is probably safest to maintain a conservative approach.

- For women, business dress should be restrained and formal – women do not commonly wear trousers in business in Japan. Accessories should be

upmarket but not ostentatious. Women should wear dresses, suits and shoes with heels. Subtle colours and conservative styles are best for business.

GLOSSARY

Attendees: asistentes

Allow: permitir

Peril: peligro

Lies: mentiras

Therefore: por lo tanto

Plentiful: abundante

Bribery: soborno

Wrapped: envuelto

Dealing: operaciones

Upright: montante

Towards: hacia

Negligible: insignificante

Otherwise: de lo contrario

TIPS JAPAN

1. You should to be punctual. That shows respect for the attendees.
2. Japanese business man should to dress in a very conservative way. They should to wear a suit, and leather shoes.
3. Japanese business women should to wear suit or skirt suit and high-heels.
4. You should to incline your body about 45° in the greeting. The bow is a way to show your humility and respect.
5. You mustn't shake hands at the same time you bow in greeting.
6. You should to offer your business card with two hands and accept the Japanese business with respect, paying attention to the information that contains.
7. You mustn't write in the business card or forget it. That could be considered disrespectful.
8. You shouldn't to sit without permissions in the meeting room.
9. You should to stand erect and not cross your legs in the meeting room. That could be considered a sign of disinterest.
10. You should to understand the silences in the conversation and to avoid confronting their opinion. For Japanese culture is very important to keep calm and respect the Wa.
11. You should to pay attention to the speaker and maintain the eye contact as a sign of interest.
12. You shouldn't to interrupt the speaker. The Japanese are great dialoguers and sometimes meetings are very long, but you should always to respect the turn-talking.
13. The gifts-giving is a Japanese tradition. You should to heartily thank the gift.
14. You shouldn't to give as a gift something too much expensive, or open your gift until the end of the meeting or give anything allied to the numbers 4 or 9.

MORE ABOUT INTERCULTURAL

There are much online resources that will help you to understand better how much important is Intercultural in our lives and in our work.

We think the issue of the work was very interesting and very useful. So therefore we had find more information in video format that explain

-Youtube: "What are the common cultural mistakes people make in international?"

<https://www.youtube.com/watch?v=9YWFf170GVI>

This video explains that hospitality is universal positive thing.



-Youtube: "Cultural misunderstanding" by MrRabstein

<https://www.youtube.com/watch?v=SYbynThuONs>

There are twice videos that explain, with actors, different contrasts between cultures in the greeting, in a restaurant, with the punctuality, etc.

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