

DBA 304

# International Business Finance



Week 7

# Communication

- Verbal or non-verbal is very important to managers
- Different culture filters allows misunderstanding

Non-verbal communication

facial expression, hand gestures and body positioning

Silence

Nodding head

E.g. Saudi and USA

# Communication

- Gift giving and hospitality
  - Important means of communication
  - Elaborate meals
  - Bad news announcing
  - E.g. Japan, Korea, USA

# Religion

- Sensitive aspect of society
- Shapes attitudes towards work and responsibility
- Restriction of job opportunities
- Holidays



# Religion

- In Saudi, Muslims must make a pilgrimage in their lives
- Political pressure is from religious tradition
- Work stops
- Actions outside Saudi have powerful impact within country
- E.g. McDonald's and Nike
- In Christianity, public holidays reflect Christian theology
- Multinational firms accommodate religious needs



# Values and Attitudes

## Time

- Time is money
- Idle mind
- E.g. USA, Canada, India, Japan, Saudi, Latin

## Age

- “Fast trackers” given opportunity in jobs
- Respect of age
- E.g. China, USA, Asia, Arab, Japan

# Values and Attitudes

- Education
  - Private and public education
  - Pride of higher education
  - Education or skill
  - E.g. USA, British, Germany, France, Japan

# Values and Attitudes

- Status
  - Inherited through wealth and rank
  - Earned through personal achievement
  - Made rich and born rich
  - E.g. USA, Europe, Japan, India