# Business Email

To: allemployees@rffund.org

From: bp80628p@pace.edu

Subject: Cultural Sensitivity Training for Upcoming Company Trip to Greece

Hello all. This year’s company trip is to Athens, Greece. We are all excited for those of you who have the opportunity to represent the company. This trip will be a great opportunity to explore other another culture, but we most also keep in mind that we are representing our company and must act accordingly.

While Greece there will be time to site see this country, there are customs and practices that we need to be mindful of so that we do not embarrass ourselves or the company. There are quite a lot of practices that we should be aware of so we plan on having a mandatory meeting for all staff. The training is set to take place next Wednesday, starting at 11:00am in conference room 1. Even if you don’t plan on going on the trip, this is a chance to learn about another country’s culture. If your schedule conflicts with this mandatory meeting, please email me prior to Friday so we can discuss an alternate option.

Keep up the great work!

Brittany Predmore

Director of Human Relations

Rockefeller Family Fund



**INTERNAL MEMORANDUM**

To: Lee Wasserman

From: Brittany Predmore

Date: September 16, 2015

Subject: Essential Points of Greece Culture

With the company trip to Greece coming up, it’s important that the staff be aware of some cultural differences because they are a reflection of the company and should act accordingly so as to not offend anyone. It is a business custom in Greece to see business meetings as an opportunity to build relationships and trust with business partners in order to strengthen their partnerships. The staff members represent the organization as a whole and it is important that everyone be familiar and respectful toward the country’s culture. So it is important to be aware of the following general customs and business practices.

**General Customs and Practices**

**Family is the core value of Greece Culture:** Greeks are proud of the contributions that ancestors have made locally and globally. Also it is not uncommon for family relationships to carry into business. Wrong doing by even just one family member dishonors the entire family.

**Greeks are friendly people and value respect:** Greeks are warm and hospitable people. Each and every time you greet someone it is important to have a firm handshake, make eye contact, and smile. Closer friends usually embrace and kiss each other on each cheek.

**Time is flexible in Greece:** In Greece they do not put a time limit on meetings or gatherings. These times are seen as a time to build and strengthen relationships. Being 30 minutes late to a meeting or event is still considered punctual. It is considered rude if you show up early or on time. Also meetings, dinners, or gatherings can also run longer than anticipated by hours sometimes.

**Business Etiquette**

**Communication and Relationships are essential:** Greeks prefer to do business with people they trust so building relationships are a must. They also prefer face-to-face communication rather than a phone call or email. Never publically question a person’s statement, it’s considered as challenging a person’s integrity.

**General Business Practice:** Appointments are necessary and should be scheduled 1-2 weeks in advance. Confirm appointments the day before. Optimal times are before 1 pm and after 3 pm; they usually take lunch between these times. Make sure there is material in English and in Greek. There will also be interruptions in the meeting and there will be deviation away from the agenda.

**Business attire:** Professional dress is a must. Men should wear dark colored, conservative suits, while women should wear either dark colored business suits or a tasteful dress. No bright or vibrant colors. Bring business cards that have an English side and a Greek side. Present them with the Greek side.