

Third Worksheet:

BUSINESS ETIQUETTE

1st TASK: GAP TEXT. FIND THE CORRECT EXPRESSION.

In today's competitive market, companies of all sizes—from (1)_____ to large multinationals—must ensure transparency and sound management. Every (2)_____ is required to hold an (3)_____ to review its financial performance, approve the (4)_____, and discuss future strategies. The company's financial health is often measured by key indicators such as the debt-to-equity (5)_____ or profitability (6)_____.

When a company becomes unable to pay its debts, it may face (7)_____ or (8)_____. In such cases, the business might be forced to (9)_____ or (10)_____ completely. Before that happens, an (11)_____ may be appointed to assess the firm's finances.

Some companies raise funds by issuing a (12)_____ or a (13)_____, which represent long-term borrowing instruments. Shareholders who hold a (14)_____ in the company have limited (15)_____ for the firm's debts. A (16)_____ may decide to (17)_____ profits or reinvest them in new projects.

Firms often engage in (18)_____ to reduce costs and focus on their core (19)_____. They may also (20)_____ new subsidiaries to expand their market presence. However, legal (21)_____ may arise if external parties (22)_____ or (23)_____ on company affairs.

In a modern workplace, (24)_____ and fair treatment are essential values. Even if the company goes through challenges or (25)_____, maintaining staff morale and trust remains crucial for future (26)_____.

malé a střední podniky- právnická osoba- výroční valná hromada- rozvaha- poměr- míra- insolvency- bankrot- zrušit (firmu)- ukončit činnost (firmy)- auditor- obligace (bond)- dluhopis (debenture)- akcie- ručení / odpovědnost- akcionář- ponechat (zisk)- smluvní outsourcing- podnikání / činnost- začlenit (společnost)- zásah / rušení- zasahovat- dotýkat se / ovlivňovat- rozmanitost- rozpuštění- úspěch / štěstí

2nd TASK: DISCUSS:

1. What is typically discussed at an annual general meeting?
2. What is the main difference between a bond and a debenture?
3. Why might a company choose contracting or outsourcing?
4. What happens when a company becomes insolvent?
5. Why is diversity important in a modern workplace?

3rd TASK: WRONGDOING AND CORRUPTION. WORD FORMATION.

Noun- Verb- Adjective- Czech meaning

Forgery:

Money laundering:

Bribery:

Faking:

Racketeering:

Fraud:

Counterfeiting:

Embezzlement:

4th TASK: CROSS-CULTURAL COMMUNICATION. AREAS OF POTENTIAL MISUNDERSTANDING.

Instructions: Read the following ten situations. Discuss what could go wrong and how you would behave appropriately in each culture.

<u>No.</u>	<u>Situation</u>	<u>Area of Misunderstanding</u>	<u>Discussion Question</u>
1	During a business meeting in Germany, an American manager tries to make small talk about family before discussing work. The German partner seems impatient.	Rules of conversation	Why might Germans prefer to start directly with business?
2	A Japanese colleague smiles and nods during a presentation, even when they disagree. The British manager assumes they agree.	Non-verbal cues / face-saving	How should you interpret a Japanese person's nodding?
3	A French executive interrupts frequently during a discussion with a Finnish partner. The Finn perceives this as rude.	Conversational style	How can communication pace differ between cultures?
4	A Chinese business partner refuses a gift three times before finally accepting it. The American feels awkward.	Gift-giving etiquette	What does this behaviour mean in Chinese culture?
5	An Indian manager uses head tilts ("head bobble") during a video call. The German colleague misunderstands this as disagreement.	Body language	How should one interpret the Indian head gesture?
6	In a US meeting, participants openly use humour to break tension, while their Japanese partners remain serious.	Humour in business	Why might humour be risky in international meetings?
7	A British colleague ends an email with "We should meet soon," but never suggests a date. The American expects a quick follow-up.	Indirect communication	How can indirectness lead to confusion?
8	A Middle Eastern businessman stands very close during a conversation with a Northern European, who steps back repeatedly.	Physical distance	How can personal space preferences affect communication?
9	A Swedish team prefers consensus before making a decision, while an American manager expects quick action.	Decision-making style	Why do some cultures value group consensus over speed?
10	At a farewell dinner in Japan, an Italian guest hugs the hosts to say goodbye. The Japanese hosts freeze awkwardly.	Physical contact / goodbyes	What's an appropriate way to say goodbye in Japan?

5th TASK: STATE YOUR OPINION:

1. Identify which situations you could personally find challenging.
 2. Suggest culturally appropriate responses for each scenario.
 3. In pairs, role-play one of the misunderstandings and show both “wrong” and “correct” versions.
 4. Add one more situation from your own experience.
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10 expressions for giving opinions:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

