

# Leaflet DO'S & DON'TS IN ASIA

## DON'Ts

## DO's

<i>Communication</i>	Don't speak direct	Use indirect Communication
<i>Feedback</i>	Avoid direct feedback	Do indirect Feedback
<i>Feedback</i>	Avoid any comments about individuals in public	Use Backchannel instead
<i>Meetings</i>	Avoid Western-style meetings	Use the Non-Western Meeting approach
<i>Brainstorming</i>	Avoid Western Brainstorming	Use the Non-Western Brainstorming approach
<i>Organizational Development</i>	Don't use Matrix organization - Dotted line reporting	Work horizontally with trust and increased contact frequency
<i>Virtual Communication</i>	Never send a single Mail	Always accompany a Mail with a Phone Call or Video Chat
<i>Expressing doubts</i>	Avoid "No"	Tell indirectly, e.g. "I'm not sure"
<i>Trust</i>	Avoid distance	Apply the Friend Principle
<i>Face</i>	Recognize the instances when face is lost and avoid it <b>at all costs</b>	Protect Face (Yours & Theirs)
<i>Perception</i>	Avoid teaching them the "right way"	Ask instead for advice in a backchannel
<i>Problem solving</i>	Avoid looking for input from individuals in team meetings	Use the instead: <ul style="list-style-type: none"> <li>○ &gt; 6 pm principle</li> <li>○ Backchannel Communication</li> </ul>
<i>Influence</i>	Don't focus on rationality, facts & or performance alone	Foster relationships as much as you can Remember: Our soft skills are their hard facts
<i>Ensuring Commitment</i>	Never rely on Western leadership principles only	Add additional milestones and control progress

## CONTACT



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