Behaviour and Mode of Thinking - Party

West meet East
...Liu Yang
Behaviour and Mode of Thinking - Anger

West meet East
...Liu Yang
Behaviour and Mode of Thinking - Contacts

West meet East
...Liu Yang
Behaviour and Mode of Thinking - Way of Life

West meet East
...Liu Yang
Behaviour and Mode of Thinking - Elderly in Day-to-Day Life

West meet East
...Liu Yang
Behaviour and Mode of Thinking - Handling of Problems

West meet East
...Liu Yang
Behaviour and Mode of Thinking - Boss

West meet East
...Liu Yang
Behaviour and Mode of Thinking - Opinion

West meet East
...Liu Yang
Behaviour and Mode of Thinking - The child

West meet East

...Liu Yang
Behaviour and Mode of Thinking - Three Meals a Day

West meet East

...Liu Yang
Behaviour and Mode of Thinking - Travelling

West meet East
...Liu Yang
Cultural foundations- The Confucian concept of harmony

Five Basic Confucian Relationships

*Respect and loyalty are shown in the relationships between*

- Ruler - subject
- Husband - wife
- Father - son
- Older sibling and younger sibling
- Elder friends and junior friends
Chinese Core Value - Respect for authority

• Filial Piety (xiao) - respecting the family / elders / parents

• Respecting hierarchy

• Obedience to parents/managers

• Self-control of strong feelings
Chinese Core Value - Humility

• Praise for others

• Blame of self for failure

• Reciprocity – the Golden Rule:

“Don’t do to others what you wouldn’t want others to do to yourself.”
Societal Influences and Families

- Parents are held responsible for raising a child who will be a good student and contributing member of society.

- Societal standards regarding the “ideal child” (academic focus, obedient, focuses on harmony in relationships). Parents put pressure on their children to succeed both academically and in the workplace.
Chinese Perception and Thinking

- Chinese thinking sometimes expresses a need to evaluate, judge, and take sides in any situation. Everyone is good or bad; behaviour is correct or wrong. **There is no neutral position**

- Chinese communication styles
  - Less visible? - indirect
  - Explicit? Contradiction?
The Self of a Chinese

- Individualism is strongly suppressed by one’s family or society
- Chinese seldom consider themselves as individuals, but e.g. the father of his son, the son of his father, the brother of his siblings, the husband of his wife…
- Extended family: the whole village can be considered as related, i.e., an extended family
- Boss in a company: father of the employees
Relationship Network

• An individual and the others are mutually-depending

• Except the fact that the self is related to his “family,” one can be the centre to build up his other relations

• Chinese love to build up relationships with other people and only after Person A has a relationship with Person B, then A knows how to deal with B. (e.g. B is the A’s classmate’s friend)

• Secure and trustworthy in dealing with people with relationship
Guanxi / Inter-personal Relationship

- *Guanxi* - means ‘relationships’ or ‘connections’ - is a network of elaborate relationships promoting trust and co-operation. In business, possessing the right *guanxi* is crucial for ensuring the minimization of difficulties and frustrations that are often encountered.

- *Guanxi* is essential in a Chinese community, people are connected by *guanxi*. It is far more important than Western friendship.

- Chinese tend to distinguish people into two types: with *guanxi* (we, us), without *guanxi* (they, them). Using *guanxi*, Chinese can relate themselves with unknown people / strangers.

- Relationship between two parties needs further development, e.g. gift-giving, visiting, banqueting and other entertainment.
Importance of *Renqing* in Human Relationships/ 1

- *Renqing* in China means resources you can give others in social transaction, e.g. in wedding/ urgent situation, give cash/present to A, then A owes me *Renqing* (Western concept of gratitude or personal favour)

- Chinese consider *Renqing* is a social relationship, exchange between two persons, which explains how the society is possible. Once being with *Renqing*, you become the in-group

- Received then returned is common sense in China. Traditionally, the law and *Renqing* are of equal importance
Importance of *Renqing* in Human Relationships / 2

• Universal social exchange: to give, to receive, to repay
  ✓ for the *Renqing* payer: not expecting repayment
  ✓ for the *Renqing* receiver: should repay the favour

• Exchange: economical, social
  ✓ Economic exchange: money, can easily be calculated
  ✓ Social exchange: “*Renqing* balance sheet”
  ✓ “Do not have *Renqing* debt” - In order to avoid *Renqing* debt, one should repay the other by even more *Renqing* in the future
  ✓ For the Chinese, even after they repays a favour, they remember the event and keep the relationship. Thus, *Renqing* is not expected to be repaid in the short-run, but as a long-term investment
  ✓ *Renqing* cannot be easily repaid
Understand Important Concept of “Face” (Miànzi)/ 1

An important issue that should be considered throughout interactions with the Chinese is the concept of ‘face’

- Face is a mark of personal pride and forms the basis of an individual’s reputation and social status

- Face: reputation, dignity, prestige, social standing, can be based on wealth, intelligence, skills, attractiveness, position, guanxi… etc.
Understand Important Concept of “Face” (Miànzi)/ 2

• “Saving face”: individual dignity is attained through appropriate behavior and appreciation from the community/group

• “Losing face”: cannot act according to the expected behavior and others look down on you. When one is embarrassed or humiliated in the eyes of others

• Face is given/judged by others/standing in the eyes of others, not by oneself

In Chinese culture ‘saving face’, ‘losing face’, ‘fighting for face’, and ‘giving face’ are vital for successful business
Dos & Don’ts

- **Gift giving etiquette** (do not give clocks, umbrellas, green hats etc. always present gifts with two hands, make sure the senior people get a better gift or at least gifts perceived to have a higher value than their junior staff)

- **Food culture** (first/seat? The bills? Exotic food? Drunk? Left food on the plate? Vegetarian - sensitive to food?)

- **Social conversations** (small talks or big issues)

- **Language** (basic phrases - ice breaker)

- **Do not become upset** (if different: tea during negotiations, time taken consuming dinners, talking while eating, answering mobiles during meetings, not opening gifts, addressing you by given names or surnames)
But I’m Not Chinese

The Chinese do not expect you to be Chinese

I can’t speak Chinese

I don’t like to eat rice

Do I have to drink tea?

how do I use chopsticks?

where should I sit?

when do I give the gifts?
Survival Tips

• **Bring a large supply of business cards.** You may meet many more people than anticipated

• **Compliment** someone in front of their boss and colleagues - it is an easy way to win points

• **Do not try too hard to "go Chinese."** Chinese people do not expect you to know all of their etiquette, and they make allowances for foreigners. Keep the above guidelines in mind, but above all, **be yourself**

• **Do learn a few words of Chinese.** This shows an interest in your host's language and culture. It also is a very good icebreaker, e.g. Hello - ni hao    Thank you - xie xie    Cheers (toast) - ganbei
QUESTIONS?