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contemporary
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issues and
helps them to
develop new
tools of
analysis.***

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key aspects of
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dimensions:
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successful
lawyer
requires the
knowledge
and complex
skills to
communicate
effectively
with fellow**

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***citizens from a
wide variety of
ethnicities and
belief
systems.
Understanding
how an
individual's
culture can
influence a
case or a
negotiation is***

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Hands, Sales And

**not only a
valuable skill**

but also an

imperative.

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will help

lawyers

develop the

tangible

intercultural

skills that will

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successful

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Today

Shake Hands

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should not leave home
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recommend it as
required reading for
cross-cultural
workers. Sarah
Lanier's love and
sensitivity for people
of all nations will
touch your heart. This
book creates within us
a greater appreciation
for our extended
families around the
world and an

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increased desire to
better serve them. -

Dr. Kingsley A.

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contributors, who
share their
experiences of how
they transitioned into
international legal
practice. Fifteen

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goals, their paths, and
how their professional
lives have evolved.

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the Lady in Polite
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Essential Do's and
Taboos
The Complete
Handbook of
Diplomatic, Official
and Social Usage.
Known as the Bible or
Red Book of Protocol.
War has begun. Arin
is in the thick of it,
with the East as his
ally and the empire as

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Essential Cultural
Kestrel? Even if he
can't quite forget her.
Kestrel turned into
someone he could no
longer recognize:
someone who cared
more for the empire
than for the lives of
innocent people-and
certainly more than
she cared for him. At

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Hands, Sales And
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least, that's what he
thinks. But far north

lies a work camp

where Kestrel is a

prisoner. Can she

manage to escape

before she loses

herself? As the war

intensifies, both

Kestrel and Arin

discover unexpected

roles in battle, terrible

secrets, and a fragile

hope. The world is

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Promotions To
Communicating
And Closing

changing. The East is
pitted against the
West, and Kestrel and
Arin are caught
between. In a game
like this, can anybody
really win?
On the tenth
anniversary of the
date that UN
peacekeepers landed
in Rwanda, Random
House Canada is
proud to publish the

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Outdoor
Presentations And
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unforgettable first-
hand account of the
genocide by the man
who led the UN
mission. Digging deep
into shattering
memories, General
Dallaire has written a
powerful story of
betrayal, naïveté,
racism and
international politics.
His message is
simple and

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undeniable: "Never
again." When Lt-Gen.

Roméo Dallaire

received the call to

serve as force

commander of the UN
intervention in

Rwanda in 1993, he

thought he was

heading off on a

modest and

straightforward

peacekeeping

mission. Thirteen

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months later he flew home from Africa, broken, disillusioned and suicidal, having witnessed the slaughter of 800,000 Rwandans in only a hundred days. In Shake Hands with the Devil, he takes the reader with him on a return voyage into the hell of Rwanda, vividly recreating the events

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the international
community turned its
back on. This book is
an unsparing
eyewitness account of
the failure by
humanity to stop the
genocide, despite
timely warnings.
Woven through the
story of this
disastrous mission is
Dallaire's own
journey from confident

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Cold Warrior, to
devastated UN
commander, to retired
general engaged in a
painful struggle to find
a measure of peace,
reconciliation and
hope. This book is
General Dallaire's
personal account of
his conversion from a
man certain of his
worth and secure in
his assumptions to a

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Hands, Sales And
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man conscious of his
own weaknesses and
failures and critical of

the institutions he'd

relied on. It might not
sit easily with

standard ideas of
military leadership,

but understanding

what happened to

General Dallaire and

his mission to

Rwanda is crucial to

understanding the

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moral minefields our
peacekeepers are
forced to negotiate

when we ask them to
step into the world's

dirty wars. Excerpt
from Shake Hands
with the Devil My

story is not a strictly
military account nor a
clinical, academic
study of the

breakdown of

Rwanda. It is not a

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Code
A simplistic indictment
of the many failures of
the UN as a force for
peace in the world. It
is not a story of
heroes and villains,
although such a work
could easily be
written. This book is a
cri de coeur for the
slaughtered
thousands, a tribute to
the souls hacked
apart by machetes

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because of their
supposed difference
from those who
sought to hang on to
power. . . . This book
is the account of a
few humans who
were entrusted with
the role of helping
others taste the fruits
of peace. Instead, we
watched as the devil
took control of
paradise on earth and

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fed on the blood of
the people we were
supposed to protect.

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Moving Diversity
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anyone who
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needs to write,
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And Closing
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formally
introduce, or
speak to their
local sheriff,

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each country

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Taboos, Axtell
shares the
wisdom he has
compiled over a
lifetime of
international
experience.

Whether you
need to know
the best time
of year to set
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meeting in

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culture-savvy,
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advice to help
you steer clear
of faux pas and
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with

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to
International
Business***

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a more
Generating
significant
And Closing
role in the
global business
landscape, you
can't afford
not to know the
practices,

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*provides
invaluable
information on
how to handle
common business
interactions
with grace,
respect, and an
appreciation
for different
cultures.*

*Eighteen-year-
old, Bronwyn*

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And Closing
Littleton is in
love with a
stranger she
met on a summer
night a year
ago. A stranger
who was tall
and broad in a
way that made
her feel safe.
He had dark
blue eyes that
she can't stop

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drawing in her
sketch book.

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And he had a
deep, soothing
voice that she
can't stop
hearing in her
dreams. That's
all she knows
about him
though. Until
she runs into
him again. At

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Deals

*St. Mary's
School for
Troubled
Teenagers – an
all girls
reform school –
where she's
trapped because
of a little
crime she
committed in
the name of her
art. Now she*

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knows that her
dream man has a
name: Conrad
Thorne. She
knows that his
eyes are way
bluer and way
more beautiful
than she
thought. And
that his face
is an artist's
wonderland. But

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*she also knows
that Conrad is
her best
friend's older
brother. Which
means he's
completely off-
limits. Not to
mention, he's
the new soccer
coach, which
makes him off-
limits times*

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And Closing

*two. What makes
him off-limits
times three
however, and
this whole
scenario an
epic tragedy,
is that,
Conrad, Wyn's
dream man, has
a dream girl of
his own. And
he's as much in*

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love with his
dream girl as
Wyn is in love
with him...

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entertaining,
Multicultural
Manners gives
readers the
understanding
they need, the
perfect words

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clashes as well
as a brand-new
section that
demytifies
unfamiliar
cultures in the

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foster respect
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of successful**

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different
countries, and
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innumerable
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for both your
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Germans get
straight to
the point;
Latin

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boss is just
And Closing
one of the
crowd. It's no
surprise that
when they try
and talk to

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each other,
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chaos breaks
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Promotions To
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Meyer is your
And Closing
guide through
this subtle,
sometimes
treacherous
terrain in

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which people
from starkly
different
backgrounds
are expected
to work
harmoniously
together. She

provides a
field-tested
model for
decoding how

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decision
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organization
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has done

everything it
can to enhance
its diversity,
and if you are

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still
frustrated at
Essential Cultural
how little
Guide? From
progress you
Presentations And
have made,
Promotions To
Moving
Communicating
Diversity
And Closing
Forward is for
you. It is an
instructive
read for all
of those who

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Guide? From
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Promotions To
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And Closing
wish to live
and work in a
multi-cultural
world where
everyone has a
fair chance to
succeed and
contribute."

-- Frank P.

Barron, Chief
Legal Officer,
Morgan Stanley

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How to Go from
Well-meaning
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to Well-doing
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And Closing
Asian
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The Failure of
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Rwanda

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Etiquette
"Kate Bateman's
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writing
Promotions To
sparkles." -
USA Today
Communicating
And Closing
bestselling
author Laura
Lee Guhrke Meet
the Davies and
Montgomery

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Reporting To
Grant Writing
And Closing

**families - two
households
locked in an
ancient feud,
destined to be
on opposing
sides forever.
Until now...
CAN LIFELONG
HATE Madeline
Montgomery grew
up
despising—and**

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Bow, Or Shake
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secretly
Marketing: The
loving—the
Essential Cultural
roguish Gryffud
“Gryff” Davies.
Their families
Recentitions And
have been To
bitter rivals
And Community
for hundreds of
And Growing
years, but even
if her feelings
once crossed
the line
between love

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Business To
Communicating
And Closing
and hate, she's
certain Gryff
never felt the
same. Now,
she's too busy
saving her
family from
ruin to think
about Gryff and
the other
"devilish"
Davies
siblings. Since

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Promotions
TO TRUE LOVE As
the new Earl of
Powys, Gryff
Davies planned
on spending his
post-war life
enjoying the

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Promotions To
Community
And Closing

pleasures of
London. But
when an illegal
duel forces him
to retreat to
his family's
Welsh castle,
he realizes the
only exciting
thing in the
dull
countryside
will be seeing

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Bow, Or Shake
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Communicating
And Closing

**the fiery
Maddie
Montgomery.
Thoughts of his
nemesis
sustained Gryff
throughout the
war; but the
girl he loved
to tease has
grown into a
gorgeous,
headstrong**

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Meetings To
Dangerous
Smugglers, and
meddling from
their feuding
families be
enough to make
Maddie and

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Guide? From
Presentations And
Promotions To
Reckless Marketing
And Closing

**Gryff realize
that their
animosity is
really attracti
on...and maybe
even love? A
Reckless Match
is the first in
a new regency
romance series
by Kate Bateman
about two
feuding**

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What to do and
what not to do
when traveling
almost
anywhere—an
entertainment
for the

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Hands. Sales And
Marketing: The
Essential Cultural
Guide? From
Presentations And
Famctions For
Commarketing
And Closing

**armchair or the
intrepid
traveler Why
shouldn't you
offer to pay
for your share
of the meal in
China? Or use
the thumbs-up
sign to mean
"that's
excellent" in
Sardinia?**

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Bow, Or Shake
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Guide? From
Presentations And
Business To
Communicating
And Closing
Because, of
course, despite
the ease with
which we can
now communicate
with and visit
one another,
they still do
things
differently
over there. In
China your host
will "lose

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Bow, Or Shake
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Marketing: The
Essential Cultural
Guide? From
Presentations And
Raised thumb
means, unifying
literally, "Sit
on this!" Going
Dutch in
Beijing offers
a lighthearted
and informative

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Bow, Or Shake
Hands, Sales And
Marketing: The
Essential Cultural
Guide? From
Presentations And
Reactions To
Committing
And Closing

**guide to
everything from
first meeting
to last rites.
Subjects
covered include
the opening
contact between
strangers;
greetings,
gestures,
handshakes, and
getting names**

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Formals To
Communicating
And Crossing
Whether you are
heading abroad
or staying at
home, Going
Dutch in
Beijing is a

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Marketing: The
Essential Cultural
Handbook
designed to
ensure that
your sense of
the world is
informed and
your travel is
happy.

**DON'T LET YOUR
WRITING HOLD
YOU BACK.** When

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Marketing: The
Essential Cultural
Guide? From
Presentations And
Discussions To
Communicating
And Closing
you're fumbling
for words and
pressed for
time, you might
be tempted to
dismiss good
business
writing as a
luxury. But
it's a skill
you must
cultivate to
succeed: You'll

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Proposals And
Presentations
And Closing
And Closing
lose time,
money, and
influence if
your e-mails,
proposals, and
other important
documents fail
to win people
over. The HBR
Guide to Better
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Writing, by
writing expert

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Ideas Clearly
And Communicating
Persuasively So
Clients,
Colleagues,
Stakeholders,
And Partners
Will Get Behind

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Marketing: The

**them. This book
will help you:**

- **Push past
writer's block**
- **Grab—and
keep—readers'
attention •**
- **Earn
closing
credibility
with tough
audiences •**
- **Trim the fat
from your**

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writing •
Marketing: The
Strike the
Essential Cultural
right tone •
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Presentations And
grammar,
punctuation,
and usage
Communicating
Christ Cross-
culturally
How to Do
Business in 25
European

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Kiss Bow Or
Shake Hands
Europe
Handshake.
Intercultural
communication
in the area of
relationship

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As featured in the
New York Times and
Reader's Digest "An
eye-opener into the
pitfalls awaiting the
unaware traveler."
-Washington Post

"Can save the
innocent abroad from
great gobs of serious
trouble." -Chicago
Tribune Before you
raise your hand to

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And Closing

signal the waiter,
extend your thumb to
hitchhike, or flash the
"O.K." sign with
thumb and forefinger,
Stop! Think of where
you are and exactly
what you are trying to
say-otherwise you
could create an
international incident.
Remember when
President Bush
thought he was

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flashing the "V" for
Victory sign to
cheering Australians?
(See inside.)

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Promotions To
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And Closing

Exploring the ins and
outs of body language
from head to toe, this
newly revised and
expanded edition of
Roger Axtell's
indispensable guide
takes you all around
the world of gestures-
what they mean, how

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to use them, and
Marketing: The
when to avoid them.
Essential Cultural
This latest edition
Guides: From
includes: * Updates
Presentations And
about the 200 most
Promotions To
popular gestures and
Communicating
signals-and dozens of
And Closing
new examples * New
sections covering
special gestures-from
American Sign
Language and tai chi
to flirting and kissing *

Information to guide

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And Closing
you through gestures
country by country-
from Switzerland to
Japan, Nigeria to the
Netherlands *
Amusing anecdotes
and helpful
hypothetical scenarios
Provides answers for
all kinds of commonly
encountered diversity
situations and
includes tips for
culturally effective

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These Thorn Kisses
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And Closing
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entertaining

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given sales or
marketing
situation, from
Argentina to
South Africa. It
provides the
expert knowledge
you need to
gather data in
diverse

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And Closing
cultures,
properly present
your products,
and close deals
around the
world. "As the
global community
comes closer
together, Kiss,
Bow, or Shake
Hands: Sales &
Marketing will
be a valuable
resource to

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Gil A.
Cardon,
Convention
Promotions And
Presentations And
Manager, Japan
Communicating
National Tourism
And Closing
Organization

“Just as you can
be a connoisseur
of wine, Kiss,
Bow or Shake
Hands: Sales and

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philosophies, And
Presentations And
business
Promotions To
behaviors, and
Communicating
social
And Closing
practices. Read
it not just for
work, but for
the human side
as well.”

—Giuseppe G. B.

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Essential Cultural
University

*School of Hotel
Administration*

*“Terri has
accurately and
succinctly*

*captured the key
issues that
businesspeople
or tourists need
to know when*

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—Thomas M.
Feifar, Director
of Foreign
Military Sales,
NAVISTAR Defense
Offers portraits
of America's
trading partners,
common business
practices in a

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*host of
countries, tips
on various
negotiating
styles, and
valuable
cultural
information.*

*From the author
of Why Travel
Matters, the
tools you need
to bridge
cultures and*

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countries.

Adjusting to a
new culture and

getting along

with the local
people challenge

everyone who
lives and works

abroad. Whether

in business,

diplomacy,

education, or as

a long-term

visitor abroad,

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*anyone can be
blind-sided by a
lack of
international
knowledge and
experience and
be caught at a
disadvantage. In
this completely
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to bridging the
cultural divide
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incorporates a

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*stellar sampling
of the writings
of some of the
world's greatest
writers, poets
and observers of
the human
condition.*

*Through the
vivid
perceptions and
words of such
literary legends
as Noel Coward,*

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managing the
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withdraw, and
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expectations of
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many new
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cross-cultural m
isunderstandings
- particularly
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his easy-to-
understand model
of cultural

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heart of the
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experience.*

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How to Do*

*Business in 18
Latin American*

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needed to do
business in over
sixty countries,
covering such

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dress, and forms
of address.

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Asia reveals the

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negotiation
strategies, and
professional skills
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Americans must
now consider
how economies
are continuously
shifting all over

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Asia, and how
Asian countries
interact with the
West and each
other. Learn
about business
practices,
cognitive styles,
negotiation
techniques, and
social customs.
Give the right
gift; make the

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security issues
Countries
And Growing
profiled are
China (Hong
Kong), India,
Indonesia, Japan,
Malaysia, the

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Philippines,
Singapore, South
Korea, Sri Lanka,
Taiwan, Thailand,
and Vietnam.

AUTHOR: Terri
Morrison resides
in Newtown
Square, PA and is
president of
Getting Through
Customs, a highly
successful

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been profiled and
quoted in
national
newspapers and
magazines from
the Wall Street
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Fortune.

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from the year
2019 in the
subject

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language:
English, abstract:
In recent
decades,
research into and

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communication in
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Germany (the
handshake) and
Japan (the bow)

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will be identified
and compared
with one another.
As well as briefly
defining terms,
the points of
entry and the
impact of culture-
based
communication,
particularly in the
field of
relationship

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marketing, will
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ural-
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Aspects will then
And Growing
be incorporated
in a comparative
analysis of the
handshake/bow.
Building on these
explanations, the

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paper will go on
to demonstrate
how studies on
intercultural
communication
can also be used
as a rationale for
the influence of
cultural
standards. This is
the only manner,
in which the
intercultural

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overlap identified
in a comparison
between
Germany and
Japan can be
better
understood. The
objective of this
paper is not to
fully review the
existing
explanations,
particularly those

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And
contained in the
individual
theories on
intercultural
communication
postulated by
Hofstede,
Trompenaars or
Hall. Instead, the
aim is to apply a
methodological
implication
between

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example of the
handshake.

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