



Do's and Don'ts in Poland

- ▶ Don't refer to Poland as an Eastern European country, but acknowledge their pivotal role in Europe.
- ▶ Meet someone with a firm handshake, make and maintain direct eye-contact and state your name. However, never shake hands in the doorway. Polish people believe that's bad luck. Be cautious to ladies.
- ▶ Address your business partner with pan (Mr.), pani (Ms.), plus their surname.
- ▶ Do not jump to business right away; take some time for small talk but don't make jokes at your first meeting.
- ▶ Don't hide your emotions during business visits. It's common to demonstrate openness.
- ▶ Confirm your meeting when you arrive in the country preferably one day ahead. Also, make sure that you arrive on time.
- ▶ Accept an alcoholic drink during lunch if offered, turning this down is seen as offending.
- ▶ Gifts should be opened immediately. Expensive gifts are seen as bribing.
- ▶ Expect decision-making to be slow due to a focus on details and hierarchy.
- ▶ Don't be too loud in public places. Polish people speak soft and are quiet.

***These do's and don'ts assist you in making a good first impression when meeting business partners.
However for a successful business outcome, a tailored cross-cultural approach is key.
We gladly provide you with more country and industry specific advice and workshops.***

