



Do's & Don'ts in Russia

- ▶ Be punctual but don't be surprised if your business partner shows up half an hour late
- ▶ Offer your favors to people you have to work with; they will owe you later in return
- ▶ Take care of a good supply of cold and warm drinks and snacks during a meeting
- ▶ Be very clear and specific in communicating with local employees; authority and instructions are accepted management tools
- ▶ Provide room for flexible solutions for any problem and be prepared to let go of adopted plans; Russians are great improvisers
- ▶ Make sure that you include so-called "give-aways" in negotiating in order to give your Russian partner a "winning mood"
- ▶ Present as many facts and figures and technical details as possible
- ▶ Hire your own legal expertise on Russian law and regulations and try to include foreign arbitration in your deal
- ▶ Bad manners include: whispering indoors, talking and laughing too loud in public, wearing your coat and heavy boots when entering a public building
- ▶ The western 'okay' sign (thumb and finger touching in a circle) has a vulgar meaning in Russia

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.

