SBW6350 SIM 1: Business Networking In China - Do's and Don'ts

CLO EL.DBC.6: Analyze business opportunities within China inclusive of local regulation, available resources, infrastructure, and culture

Associated modules

- 1. Analyzing Business Environments in China
- 6. Analyzing Business Opportunities and Business Planning in China

Input idea/ BG info

This simulation would be centered around networking in China, which is a very important part of building trust and getting work done.

https://www.cnbc.com/2017/06/27/etiquette-tips-for-doing-business-in-china.html

Storyboard

Screen Title	Voiceover	Images & OST	Notes
(SIM title screen)	Business Networking in China - Do's and Don'ts	https://www.shutterstock.com/image- photo/business-meeting-chinese-flag- 178707863?src=LnLCNhg0dTjBJOcssnF5QA- 1-2 This is the sim title screen. The sim title is in the column to the left.	
Introductio	You have recently		[1] Go
n	joined Triacon Inc		to

	an Cales Mainter		Contra
	as Sales Manager,		Scene
	reporting to Liz	10	I
	O'Hara, Vice		
	President, Sales		
	and Marketing. You are	Hard Street of Street S	
	accompanying her		
	to Beijing as part of a business	and a second second	
		A State State	
	delegation that is		
	meeting the team	shutterstrick Maintain and Anna Anna Anna Anna Anna Anna Anna	
	representing XYZ Pvt. Ltd., a Chinese		
	firm that you are	https://www.shutterstock.com/image-	
	keen to do	photo/airport-beijing-china-	
	business with.	<u>326960918?src=3rlltl45cpyMuSYO8mBASg-</u>	
	Adrianna Pan, CEO	<u>1-26</u>	
	of Triacon Inc and		
	Jimmy Sanders,	Deleve the imperate the over the second here.	
	Vice President,	Below the image show a textbox with this information and a START button:	
	Operations, will	Information and a START button:	
	also be joining the	You have recently joined Triacon Inc. ac	
	delegation. Liz has	You have recently joined Triacon Inc. as Sales Manager, reporting to Liz O'Hara, Vice	
	already met some	President, Marketing and Sales.	
	members of the	Fresherit, Marketing and Sales.	
	Chinese	You are accompanying her to Beijing as part	
	delegation. She	of a business delegation that is meeting the	
	has asked you to	team representing XYZ Pvt. Ltd., a Chinese	
	host the meeting.		
		firm that you are keen to do business with.	
	Button:	Adrianna Pan, CEO of Triacon Inc and Jimmy	
	Start [1]	Sanders, Vice President, Operations, will also	
		be joining the delegation.	
		Liz has already met some members of the	
		Chinese delegation. She has asked you to	
		host the meeting.	
		On clicking the START button, the learner	
		goes to Scene 1.	
Scene 1	You have arrived		[1] Go
	at Beijing. It is the		to
L			

evening before the		Scene
meeting. You	A A A A A A A A A A A A A A A A A A A	2
realize that the	a a a here	-
airline has		
misplaced your		[2] Go
suitcase		to
containing your		Scene
business suits and		3
shirts. The airline	there is the start of the start	
apologizes	- Ar Ar	
profusely for the	shutterstrick	
mistake. They		
have traced the	https://www.shutterstock.com/image-	
suitcase back to	photo/airline-luggage-security-tag-being-	
Hong Kong airport	attached-	
and assure you	1026872293?src=yz3Q3i1W0V6aJbmJn1sU-g-	
that it would be	1-2	
returned to you in		
two days. The bag	Below the image show a textbox with this	
containing your	information and an OPTIONS button:	
office stuff and		
some pieces of	You have arrived at Beijing. It is the evening	
clothing has	before the meeting.	
arrived safely.		
What should you	You realize that the airline has misplaced	
do?	your suitcase containing your business suits	
	and shirts.	
A. Wear your	The airline applogizes profusely for the	
denim	The airline apologizes profusely for the mistake. They have traced the suitcase back	
jacket and	to Hong Kong airport and assure you that it	
jeans that	would be returned to you in two days.	
are in the		
bag that	The bag containing your office stuff and	
arrived	some pieces of clothing has arrived safely.	
safely. The		
Chinese	What should you do?	
impression		
of	On clicking the OPTIONs button, open a new	
Americans	window/screen and show these options:	
is from the		
Wild West	A. Wear your denim jacket and jeans that	
movies and	are in the bag that arrived safely. The	

	they'd be able to relate to you better. They are not very particular about how you look as long as you have a strong business proposition . [1] B. Find the nearest store and buy a good	Chinese impression of Americans is from the Wild West movies and they'd be able to relate to you better. They are not very particular about how you look, as long as you have a strong business proposition. [1] B. Find the nearest store and buy a good suit and tie. It is important to dress to impress in China. [2]	
	suit and tie. It is		
	important to dress to		
	to dress to impress in		
	China. [2]		
Scene 2	Liz walks in to your room to have a last minute discussion before the meeting. She takes one look at you and throws her hands up in exasperation. 'That will not do at all!' she exclaims. 'Go find a store and buy a good suit and tie. It is important to dress to impress in China.'	https://www.shutterstock.com/image- photo/fragment-man-dressed-denim-jacket- beige-1189879693?src=02R08qFlca1i- FBh3B1few-1-43	[1] Go to Scene 4

	Button: Next [1]	<ul> <li>Below the image show a textbox with this information and a NEXT button:</li> <li>Liz walks in to your room to have a lastminute discussion before the meeting. She takes one look at you and throws her hands up in exasperation.</li> <li>'That will not do at all!' she exclaims. 'Go find a store and buy a good suit and tie. It is important to dress to impress in China.'</li> <li>On clicking the NEXT button, the learner goes to Scene 4.</li> </ul>	
Scene 3	Liz walks in to your room to have a last minute discussion before the meeting. She smiles appreciatively at your well-tailored suit and matching tie. 'Appearances and first impressions are important in Chinese business culture. Dressing conservatively and wearing high quality clothing will help to indicate both status and modesty.' Button: Next [1]	Joes to been 4.         Image: state st	[1] Go to Scene 4

		Dressing conservatively and wearing high quality clothing will help to indicate both status and modesty.' On clicking the NEXT button, the learner	
		goes to Scene 4.	
Scene 4	The Chinese delegation is to be led by Xu Ma, senior vice president with XYZ Pvt. Ltd. The other members in the delegation are Associate Vice Presidents Lin Mae and John Walters. Lin Mae, besides being the only woman in the group is also the daughter of the President and CEO of the company. Walters is an old business associate of Liz's and instrumental in setting up this business meeting. How should the meeting begin? A. As host of the meeting, you should introduce your team to the Chinese	bit term         bit term	[1] Go to Scene 5 [2] Go to Scene 7 [4] Go to Scene 8

	delegation.		
	[1]	On clicking the OPTIONS button, open a new	
	B. Liz O'Hara	window/screen and show these options:	
	should		
	introduce	A. As host of the meeting, you should	
	your team	introduce your team to the Chinese	
	to the	delegation. [1]	
	Chinese		
	delegation,	B. Liz O'Hara should introduce your team to	
	since she	the Chinese delegation, since she has met	
	has met	them before. [2]	
	them		
	before. [2]	C. Adrianna Pan, being the highest ranked	
	C. Adrianna	person in your delegation, should introduce	
	Pan, being	the team to the Chinese delegation. [3]	
	the highest		
	ranked	D. John Walters should be invited to	
	person in	introduce his team, since he was	
	your	instrumental in setting the meeting up. [4]	
	delegation,		
	should		
	introduce		
	the team to		
	the Chinese		
	delegation.		
	[3]		
	D. John		
	Walters		
	should be		
	invited to		
	introduce		
	his team,		
	since he		
	was		
	instrument		
	al in setting		
	the meeting		
	up. [4]		
Scene 5	As you are about		[1] Go
	to introduce your		to
	team, you notice		Scene
	Liz looking sharply		9
	at you. Having		

	caught your attention, she shakes her head discretely. You get the message and step back, even as Adrianna Pan, the person with the highest rank of your team, steps up to introduce the rest of the group. Button: Next [1]	Ittps://www.shutterstock.com/image- photo/businesswoman-presenting- colleagues-boardroom-meeting- 1147684646?src=alk9kTwWm0QggHEKty2bn A-1-9Below the image show a textbox with this information and a NEXT button:As you are about to introduce your team, you notice Liz looking sharply at you. Having caught your attention, she shakes her head discretely.You get the message and step back, even as Adrianna Pan, the person with the highest rank of your team, steps up to introduce the rest of the group.On clicking the NEXT button, the learner goes to Scene 9.	
Scene 6	Eager to discharge your host duties, you invite Liz to introduce the team. She gives you a brief but sharp look and turns immediately to Adrianna, with a smile. The Chinese		[1] Go to Scene 9

	place a great emphasis on seniority. So Adrianna Pan, the person with the highest rank of your team, steps up to introduce the rest of the group. Button: Next [1]	Image: the second sec	
Scene 7	You turn to Adrianna Pan with a smile and a gentle nod. Taking the cue, she steps forward and introduces the team. The Chinese place a great		[1] Go to Scene 9

	emphasis on seniority. So Adrianna Pan, the person with the highest rank of your team, should introduce the rest of the group. Button: Next [1]	shutterstrck:	
		https://www.shutterstock.com/image- photo/businesswoman-presenting- colleagues-boardroom-meeting- 1147684646?src=alk9kTwWm0QggHEKty2bn A-1-9	
		Below the image show a textbox with this information and a NEXT button:	
		You turn to Adrianna Pan with a smile and a gentle nod. Taking the cue, she steps forward and introduces the team.	
		The Chinese place a great emphasis on seniority. So, Adrianna Pan, the person with the highest rank of your team, should introduce the rest of the group.	
		On clicking the NEXT button, the learner goes to Scene 9.	
Scene 8	You turn to John Walters and ask him to introduce his team. You sense everyone in the room stiffening. John recovers first, smiles at you and looks at Adrianna Pan briefly. Taking		[1] Go to Scene 9

	the cue, she steps forward and introduces the team. The Chinese place a great emphasis on seniority. So Adrianna Pan, the person with the highest rank of your team, should introduce the rest of the group. Button: Next [1]	Image: shutterstock.com/image: photo/businesswoman-presenting: colleagues-boardroom-meeting: 11476846462src=alk9kTwVm0OggHEKty2bn A-1-9Below the image show a textbox with this information and a NEXT button:You turn to John Walters and ask him to introduce his team. You sense everyone in the room stiffening. John recovers first, smiles at you and looks at Adrianna Pan briefly.Taking the cue, she steps forward and introduces the team.The Chinese place a great emphasis on seniority. So, Adrianna Pan, the person with the highest rank of your team, should introduce the rest of the group. On clicking the NEXT button, the learner goes to Scene 9.	
Scene 9	Adrianna introduces everyone in her group. When she introduces you to Xu Ma, you should:		[1] Go to Scene 10 [2] Go to

	<ul> <li>A. Shake hands firmly, making sure to maintain eye contact. [1]</li> <li>B. Shake hands briefly, taking care to maintain a gentle grip. Avoid eye contact for too long. [2]</li> </ul>	Image: shutterst.ckhttps://www.shutterstock.com/image- photo/two-businessman-shaking-hands- 177258224?src=IU1-ZcR2J1QHtl2rgX3uiA-1- 24Below the image show a textbox with this information and an OPTIONS button:Adrianna introduces everyone in her group. When she introduces you to Xu Ma, you should:On clicking the OPTIONS button, open a new window/screen and show these options:A. Shake hands firmly, making sure to maintain eye contact. [1]B. Shake hands briefly, taking care to maintain a gentle grip. Avoid eye contact for too long. [2]	Scene 11
Scene 10	When you are introduced to Xu Ma, you stride forward confidently and take his hand in a firm grip, always looking him straight in the eye.		[1] Go to Scene 12

introduced to Xu to	Scene 11	Ma meets your eyes for a second and then looks away, while discreetly trying to pull his hand away from your iron grip. Liz tells you later that Chinese handshakes are softer and briefer than western handshakes. Also, too much eye contact is interpreted as a challenge. Button: Next [1] When you are	Image: Solution of the second and t	[1] Go
hands briefly, 12 taking care to maintain a gentle		introduced to Xu Ma, you shake hands briefly, taking care to		to Scene

	grip because you know that Chinese handshakes are softer and briefer than Western handshakes. You look into his eyes briefly and then look away because you are aware that too much eye contact can be interpreted as a challenge. Button: Next [1]	Image: shutterstock.com/image: photo/two-businessman-shaking-hands- greeting-each-95784184?src=IU1- ZcR2J1QHtl2rgX3uiA-1-75Below the image show a textbox with this information and a NEXT button:When you are introduced to Xu Ma, you shake hands briefly, taking care to maintain a gentle grip because you know that Chinese handshakes are softer and briefer than Western handshakes.You look into his eyes briefly and then look away because you are aware that too much eye contact can be interpreted as a challenge.On clicking the NEXT button, the learner goes to Scene 12.	
Scene 12	When you start the presentation, you find that the wifi connection is a little erratic. What must you do? A. Crack a joke		[1] Go to Scene 13 [2] Go to Scene 14
	to ease the		

Scene 12	<ul> <li>tension in the room and make everyone comfortabl e. [1]</li> <li>B. Check if anyone else in the room has any idea how to fix the issue [2]</li> <li>C. Excuse yourself and request a technical assistant to fix the issue [3]</li> </ul>	Flease Wait         Flease Wait         Flease Wait         Sutterstock         Sutterstock	
Scene 13	Noticing that the wifi connection is erratic, you say 'slow wifi is worse than no wifi at all because it's such a tease'. While you		[1] Go to Scene 16

Scene 14	laugh at your own joke, no one else in the room joins you. Feeling rather foolish, you excuse yourself and call a technical assistant to fix the issue. Liz tells you later that when in a business meeting in China, one must avoid self-deprecation or sarcasm, attempt to display competence, and keep ones emotions under control. Button: Next [1]	Shuttarst.ck:https://www.shutterstock.com/image:photo/close-headphone-asian-girl-press:number:404278963?src=CheDhwyFZ9zM1tZekYAJeA-1-17Below the image show a textbox with thisinformation and a NEXT button:Noticing that the wifi connection is erratic,you say 'slow wifi is worse than no wifi at allbecause it's such a tease'. While you laugh atyour own joke, no one else in the room joinsyou.Feeling rather foolish, you excuse yourselfand call a technical assistant to fix the issue.Liz tells you later that when in a businessmeeting in China, one must avoid self-deprecation or sarcasm, attempt to displaycompetence, and keep one's emotionsunder control.On clicking the NEXT button, the learnergoes to Scene 16.	[1] Go
	wifi connection is erratic, you ask, with a genuine smile, 'would		to Scene 16

anyone here know		
how to fix the wifi?		
I hear that the		
Chinese are		
technically the		
most competent		
people on the		
planet!' Even as Liz	and the second sec	
and Adrianna stare		
at you in horror,		
John Walters		
jumps to your		
rescue. 'Here', he		
says, 'I'll quickly		
call someone to		
help you fix the	S'	
issue.' Later, when	shutterstrick .	
the meeting is	https://www.shutterstock.com/image-	
done, Liz gives you	vector/wifi-red-green-arrow-on-white-	
a piece of her	<u>173004068</u>	
mind. She tells you		
that when in a	Below the image show a textbox with this	
business meeting	information and a NEXT button:	
in China, one must		
avoid self-	Noticing that the wifi connection is erratic,	
deprecation or	you ask, with a genuine smile, 'Would	
sarcasm, attempt	anyone here know how to fix the wifi? I hear	
to display	that the Chinese are technically the most	
competence, and	competent people on the planet!'	
keep one's		
emotions under	Even as Liz and Adrianna stare at you in	
control.	horror, John Walters jumps to your rescue.	
Button: Next [1]	'Here', he says, 'I'll quickly call someone to	
	help you fix the issue.'	
	Later, when the meeting is done, Liz gives	
	you a piece of her mind. She tells you that	
	when in a business meeting in China, one	
	must avoid self-deprecation or sarcasm,	
	attempt to display competence, and keep	
	one's emotions under control.	

		On clicking the NEXT button, the learner goes to Scene 16.	
Scene 15	Noticing that the wifi connection is erratic, you excuse yourself and quickly call a technical assistant to help you fix it. Liz tells you later that it was the right thing to do under the circumstances. However, it would have been better to make sure that everything was working perfectly before the meeting began. When in a business meeting in China, it is important to display competence. Trying to cover ones embarrassment with self- deprecating humor or sarcasm is a strict No-No. Button: Next [1]	Suttorstockhttps://www.shutterstock.com/image-photo/close-headphone-asian-girl-press-number-4042789637src=CheDhwyFZ9zM1tZekYAJeA-1-17Below the image show a textbox with thisinformation and a NEXT button:Noticing that the wifi connection is erratic,you excuse yourself and quickly call atechnical assistant to help you fix it. Liz tellsyou later that it was the right thing to dounder the circumstances.However, it would have been better to makesure that everything was working perfectlybefore the meeting began.When in a business meeting in China, it isimportant to display competence. Trying tocover one's embarrassment with self-deprecating humor or sarcasm is a strict No-No.On clicking the NEXT button, the learnergoes to Scene 16.	[1] Go to Scene 16

Scene 16	The meeting goes		[1] Go
	on for over an		to Coore
	hour, but the Chinese delegation		Scene 17
	does not seem to		[2] Go
	be in a mood to		[2] 00 to
	arrive at any		Scene
	conclusion. Xu Ma		17
	invites everyone to		
	dinner that		
	evening and		
	Adrianna Pan	shutterstock Netsenant	
	graciously accepts		
	on everyone's behalf. What	https://www.shutterstock.com/image-	
	should you	photo/traditional-luxary-chinese-restaurant- 542940595?src=uTE5kawdTtFfysgZ-3h3SA-1-	
	conclude from this	<u>75</u>	
	gesture from the		
	head of the	Below the image show a textbox with this	
	Chinese	information and an OPTIONS button:	
	delegation?		
		The meeting goes on for over an hour, but	
	A. They are	the Chinese delegation does not seem to be	
	not interested	in a mood to arrive at any conclusion. Xu Ma	
	in your	invites everyone to dinner that evening, and Adrianna Pan graciously accepts on	
	business	everyone's behalf.	
	proposition		
	. Inviting	What should you conclude from this gesture	
	you to	from the head of the Chinese delegation?	
	dinner is a		
	polite way	On clicking the OPTIONS button, open a new	
	of letting	window/screen and show these options:	
	you know. [1]		
	B. The		
	Chinese		
	often prefer		
	frequent		
	and lengthy		
	meetings to		
	build trust		
	before		

	signing		
	contracts.		
	Many discussions		
	involve		
	elaborate		
C	dinners. [2]		F4 3
Scene 17	The Chinese often		[1]
	prefer frequent		End
	and lengthy	a a a a a a a a a a a a a a a a a a a	SIM
	meetings to build	500	(Exit
	trust before		screen
	signing contracts.	the part of the second	)
	When it comes		
	down to it, most		
	business in China	the second se	
	isn't even done in	* gran gran	
	the boardroom.		
	Expect to be	shutterstock	
	invited to long	https://www.shutterstock.com/image-	
	dinners featuring	photo/chopsticks-bowl-soy-sauce-on-	
	courses you may	bamboo-193670792?src=uTE5kawdTtFfysgZ-	
	not be familiar	<u>3h3SA-1-66</u>	
	with. Make sure		
	you try everything.	Below the image show a textbox with this	
	It most definitely	information and a NEXT button:	
	will be rude if you		
	don't.	The Chinese often prefer frequent and	
		lengthy meetings to build trust before	
	Button: End [1]	signing contracts. When it comes down to it,	
		most business in China isn't even done in	
		the boardroom.	
		Expect to be invited to long dinners	
		featuring courses you may not be familiar	
		with. Make sure you try everything. It most	
		definitely will be rude if you don't.	
		On clicking the END button, the learner goes	
		to the EXIT screen of the course.	
(SIM exit	You have		
screen)	successfully		
	saccessiany		1

completed this	This is the sim exit screen. The sim OST is in	
simulation.	the column to the left.	