



Do's & Don'ts in Indonesia

- ▶ Try to arrange for meeting with senior level management (incl. CEO level); they are quite open to foreign businesspeople
- ▶ Be prepared to answer personal questions from your business partner; he/she wants to know your position first before entering in a business conversation
- ▶ Take plenty of silence into account during conversations (up to 15 seconds); don't resume talking too soon
- ▶ Show respect to senior or superior partners; such as greeting them first and never question their opinions
- ▶ Listen carefully to your business partner's answers; there are many ways to say yes, but mean no! A "yes, but".." for example really means "no".
- ▶ Be polite at all times and don't confuse such behavior with commercial softness!
- ▶ Business can be strongly influenced by superstition; take it seriously and make I inquiries
- ▶ Don't stand tall with your hands on your hips; this is interpreted as an aggressive posture
- ▶ Avoid using your left hand (unclean); especially during common meals
- ▶ Don't look someone right into the eyes; instead, look down or focus on the chin or forehead

***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.***

