

Федеральное государственное бюджетное образовательное учреждение
инклюзивного высшего образования
«Московский государственный гуманитарно-экономический университет»
Факультет иностранных языков
Кафедра романо-германских языков

УТВЕРЖДАЮ
И.о. проректора по учебно-
методической работе
Хахимов Р.М.



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РАБОЧАЯ ПРОГРАММА ДИСЦИПЛИНЫ

ПЕРЕВОДЧЕСКАЯ ЭТИКА И ЭТИКЕТ

образовательная программа направления подготовки
45.05.01 Перевод и переводоведение
ФТД.01 Факультативные дисциплины

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Составитель:

д.и.н., проф., профессор кафедры романо-германских языков

подпись

Репко С.И.
Ф.И.О.

26 августа 2021 г.
Дата

Рецензент: к.п.н., доцент кафедры романо-германских языков

подпись

Н.В.Белозерцева
Ф.И.О.

27 августа 2021 г.
Дата

Рабочая программа утверждена на заседании кафедры романо-германских языков
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Заведующий кафедрой

подпись

Казиахмедова С.Х.
Ф.И.О.

30 августа 2021 г.
Дата

СОГЛАСОВАНО

Начальник учебно-методического управления

«30» августа 2021 г.

И.Г. Дмитриева

СОГЛАСОВАНО

И.о. декана факультета иностранных языков

«30» августа 2021 г.

И.Л. Руденко

СОГЛАСОВАНО

Заведующий библиотекой

«30» августа 2021 г.
(дата)

В.А. Ахтырская
(подпись)

РАССМОТРЕНО
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УЧЕБНО-МЕТОДИЧЕСКИМ
СОВЕТОМ ФАКУЛЬТЕТА
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1. ОРГАНИЗАЦИОННО-МЕТОДИЧЕСКИЙ РАЗДЕЛ

1.1. Цели и задачи изучения дисциплины

Цель курса – выработать у студентов представление об этике деятельности переводчика и этикете дипломатического протокола.

Задачами дисциплины являются:

- дать информацию о нормах корректного общения, об этикетной культуре делового общения;
- ознакомить с требованиями оценки ситуаций, возникающих в сфере деятельности переводчиков, с точки зрения нравственности;
- сформировать представление о нормах этикета и дипломатического протокола, которые переводчику необходимо соблюдать во время официальных мероприятий.

1.2. Место дисциплины в структуре образовательной программы специальности.

ФТД.01 Факультативные дисциплины. Курс «Переводческая этика и этикет» основывается на предварительном изучении следующих дисциплин: Философия, Культурология, Теория межкультурной коммуникации, Практика устного перевода, Основы синхронного и последовательного перевода, Язык делового общения. Кроме того, дисциплина соотносится с разделами прикладной этики. Особые требования к входным компетенциям обучающегося не являются необходимыми.

1.3. Требования к результатам освоения учебной дисциплины

Процесс освоения учебной дисциплины направлен на формирование у обучающихся следующих компетенций:

Код компетенции	Содержание компетенции	Индикаторы достижения компетенции
УК-1	Способен осуществлять критический анализ проблемных ситуаций на основе системного подхода, выработать стратегию действий	<i>Знает</i> принципы сбора, отбора и обобщения информации, методик системного подхода для решения профессиональных задач. <i>Умеет</i> анализировать и систематизировать разнородные данные, оценивать эффективность процедур анализа проблем и принятия решений в профессиональной деятельности. <i>Владеет</i> навыками научного поиска и практической работы с информационными источниками; методами принятия решений.
УК-5	Способен анализировать и учитывать разнообразие культур в процессе межкультурного взаимодействия	<i>Знает</i> основные категории философии, законы исторического развития, основы межкультурной коммуникации. <i>Умеет</i> вести коммуникацию в мире культурного многообразия и демонстрировать взаимопонимание между обучающимися – представителями различных культур с соблюдением этических и межкультурных норм. <i>Владеет</i> практическими навыками анализа философских и исторических фактов, оценки явлений

		культуры; способами анализа и пересмотра своих взглядов в случае разногласий и конфликтов в межкультурной коммуникации.
ОПК-3	Способен осуществлять межъязыковое и межкультурное взаимодействие на основе знаний в области географии, истории, политической, экономической, социальной, религиозной и культурной жизни стран изучаемых языков, а также знания об их роли в региональных и глобальных политических процессах	<p><i>Знает</i> языковые и страноведческие реалии; языковые и культурные параметры определения лингвострановедческой специфики языка и текста.</p> <p><i>Умеет</i> определять параметры межкультурности, роль и основные особенности межкультурного диалога, идентифицировать условия возникновения межкультурных коммуникативных конфликтов и предотвращать и / или разрешать их.</p> <p><i>Владеет</i> системой представлений об истории, географии, политическом устройстве, культуре, традициях стран изучаемого языка; о связи языка с историей, географией и культурой народа.</p>

2. СТРУКТУРА И СОДЕРЖАНИЕ УЧЕБНОЙ ДИСЦИПЛИНЫ

2.1. Объем учебной дисциплины.

Объем дисциплины «Переводческая этика и этикет» составляет 1 зачетную единицу/ 36 часов.

<i>Вид учебной работы</i>	Очная форма	
	Семестр 9, часов	
Аудиторная работа обучающихся с преподавателем (по видам учебных занятий), всего в том числе:	18	
Лекции (Л)		
В том числе, практическая подготовка (ЛПП)		
Практические занятия (ПЗ)	18	
В том числе, практическая подготовка (ПЗПП)		
Самостоятельная работа обучающихся (СР)	18	
В том числе, практическая подготовка (СРПП)		
Промежуточная аттестация (подготовка и сдача), всего:		
Зачет		
Итого:	36 (1 з.е.)	

2.2. Содержание разделов учебной дисциплины

№ п/п	Наименование раздела (темы)	Содержание раздела (тематика занятий)	Формируемые компетенции

			(индекс)
1	Нравственность, этика и этикет.	Предмет курса «Переводческая этика и этикет». Понятие морали. Добро и зло. Моральные нормы и ценности. Этика как философская теория морали. Структура этического знания. Нравственность и этикет.	УК-1, УК-5, ОПК-3
2	Этика личности.	Смысл жизни. Моральное самосознание. Поступок. Моральный выбор. Нравственная свобода и ответственность. Долг. Общие, особые, абсолютные и неабсолютные моральные обязанности. Совесть. Честь. Достоинство.	УК-1, УК-5, ОПК-3
3	Этикет.	Понятие этикета. Этикет и ритуал. Этикет как ритуализованное поведение. Этикет как символическое поведение. И. Гофман о ритуалах этикета. Ритуалы презентации. Ритуалы уклонения (избегания). Функции ритуалов этикета в общении.	УК-1, УК-5, ОПК-3
4	Профессиональная мораль.	Специфика деловых отношений. Прямые и дискреционные обязанности. Профессиональные компетенции дипломата и переводчика. Профессиональная мораль и профессиональная этика. Особенности норм профессиональной морали.	УК-1, УК-5, ОПК-3
5	Профессиональная этика переводчика	Профессиональная этика переводчика. Нравственные аспекты взаимоотношений с работодателем. Нравственные аспекты взаимоотношений с коллегами (клиентами). Кодексы профессиональной морали переводчика. Правила ситуативного поведения. Нравственные и этикетные требования к поведению переводчика.	УК-1, УК-5, ОПК-3
6	Дипломатический протокол	Принципы и нормы дипломатического протокола. Этикет в функции социальной идентификации. Ритуалы уклонения (избегания) в дипломатическом протоколе. Темы-табу. Искусство и этикет переговоров. Качества, необходимые переговорщику. Правила поведения переводчика на переговорах.	УК-1, УК-5, ОПК-3
7	Международная вежливость и общегражданский этикет	Нравственные принципы этикета общения. Порядок представлений и знакомств. Этикет приветствий. Невербальные формы общения. Правила поведения в общественных местах. Правила поведения за столом и ресторанный этикет. Чаевые. Особенности ведения деловых телефонных переговоров. Правила ведения электронной переписки. Электронный этикет. Поведенческие табу. Дорожный этикет.	УК-1, УК-5, ОПК-3
8	Особенности национальной культуры и	Факторы, определяющие специфические особенности поведения людей в разных культурах. Отношение к иным культурам и	УК-1, УК-5, ОПК-3

	национального этикета.	этносам: толерантность и нравственность. Рассмотрение национальных культур по параметрам: особенности неформального общения; особенности делового общения; предубеждения, суеверия, запреты; предпочтительные темы для общения и темы, которых следует избегать; особенности кухни и столового этикета; приемлемые подарки при деловой встрече и неформальном общении и др.	
9	Авто- и гетеростереотипы.	Автостереотипы русских. Особенности стиля делового общения в США, Китае, России. Стереотипные представления россиян об американцах, китайцах. Стереотипы о россиянах в Европе, США и Китае.	УК-1, УК-5, ОПК-3

2.3. Разделы дисциплин и виды занятий

№ п / п	Наименование раздела	Аудиторная работа		Внеауд. работа	Объем в часах
		Л	ПЗ/ЛР	СР	Всего
		в том числе, ЛПП	в том числе, ПЗПП/ЛРПП	в том числе, СРПП	в том числе, ПП
1	Нравственность, этика и этикет.		2	2	4
2	Этика личности.		2	2	4
3	Этикет.		2	2	4
4	Профессиональная мораль.		2	2	4
5	Профессиональная этика переводчика.		2	2	4
6	Дипломатический протокол.		2	2	4
7	Международная вежливость и общегражданский этикет.		2	2	4
8	Особенности национальной культуры и национального этикета.		2	2	4
9	Авто- и гетеростереотипы.		2	2	
	<i>Итого:</i>		18	18	36
	<i>Всего:</i>		18	18	36

2.4. Планы практических занятий

№	Наименование тем практических занятий	Кол-во часов в 8 семестре по видам работы	
		ПЗ	в том числе, ПЗПП
	9 семестр		

1.	Нравственность, этика и этикет.	2	-
2.	Этика личности.	2	-
3.	Этикет.	2	-
4.	Профессиональная мораль.	2	-
5.	Профессиональная этика переводчика.	2	-
6.	Дипломатический протокол.	2	-
7.	Международная вежливость и общегражданский этикет.	2	-
8.	Особенности национальной культуры и национального этикета.	2	-
9.	Авто- и гетеростереотипы.	2	-

2.4. Планы практических занятий

№	Наименование тем и элементов работ, связанных с будущей профессиональной деятельностью	Форма проведения (ПЗ)	Кол-во часов в 9 семестре
9 семестр			
1.	Нравственность, этика и этикет. Императивность морали. Функции морали. Универсальность моральных требований.	ПЗ	2
2.	Этика личности. Признаки нравственной свободы человека. Особый смысл моральной ответственности делового человека. Автономия личности в условиях свободного выбора. Индивид и его нравственные требования к себе. Содержание нравственных категорий: «достоинство», «совесть», «честь».	ПЗ	2
3.	Этикет. Символические формы поведения в этикете. Ритуалы презентации. Ритуалы уклонения (избегания). Функции ритуалов этикета в общении.	ПЗ	2
4.	Профессиональная мораль. Специфика деловых отношений. Прямые функциональные и дискреционные обязанности. Профессиональная мораль и профессиональная этика.	ПЗ	2
5.	Профессиональная этика переводчика. Нравственные и этикетные требования к поведению переводчика. Правила ситуативного поведения. Нравственные аспекты взаимоотношений с коллегами и работодателем.	ПЗ	2
6.	Дипломатический протокол. Дипломатические функции, возлагаемые на переводчика. Правила проведения официальных мероприятий. Этикет письменного общения.	ПЗ	2

7.	Международная вежливость и общегражданский этикет. Правила поведения за столом и ресторанный этикет. Особенности ведения деловых телефонных переговоров.	ПЗ	2
8.	Особенности национальной культуры и национального этикета. Английская и американская национальная культура по параметрам: особенности неформального общения; особенности делового общения; предубеждения, суеверия, запреты; предпочтительные темы для общения и темы, которых следует избегать; особенности кухни и столового этикета; приемлемые подарки при деловой встрече и неформальном общении.	ПЗ	2
9.	Авто- и гетеростереотипы. Стереотипные представления россиян об американцах, китайцах. Стереотипные представления о россиянах в Европе, США, Китае.	ПЗ	2

2.

3. ОСОБЕННОСТИ ОБУЧЕНИЯ ИНВАЛИДОВ И ЛИЦ С ОВЗ

При организации обучения студентов с ограниченными возможностями здоровья (ОВЗ) необходимо учитывать определенные условия:

- учебные занятия организуются исходя из психофизического развития и состояния здоровья лиц с ОВЗ совместно с другими обучающимися в общих группах, а также индивидуально, в соответствии с графиком индивидуальных занятий;

- при организации учебных занятий в общих группах используются социально-активные и рефлексивные методы обучения, технологии социокультурной реабилитации с целью оказания помощи в установлении полноценных межличностных отношений, создания комфортного психологического климата в группе;

- в процессе образовательной деятельности применяются материально-техническое оснащение, специализированные технические средства приема-передачи учебной информации в доступных формах для студентов с различными нарушениями, электронные образовательные ресурсы в адаптированных формах.

- обеспечение студентов текстами конспектов (при затруднении с конспектированием);

- использование при проверке усвоения материала методик, не требующих выполнения рукописных работ или изложения вслух (при затруднениях с письмом и речью) – например, тестовых бланков.

При проведении процедуры оценивания результатов обучения инвалидов и лиц с ограниченными возможностями здоровья по дисциплине обеспечивается выполнение следующих дополнительных требований в зависимости от индивидуальных особенностей обучающихся:

1. Инструкция по порядку проведения процедуры оценивания предоставляется в доступной форме (устно, в письменной форме, на электронном носителе, в печатной форме увеличенным шрифтом и т.п.);

2. Доступная форма предоставления заданий оценочных средств (в печатной форме, в печатной форме увеличенным шрифтом, в форме электронного документа);

3. Доступная форма предоставления ответов на задания (письменно на бумаге, набор ответов на компьютере, устно, др.).

При необходимости для обучающихся с ограниченными возможностями здоровья и инвалидов процедура оценивания результатов обучения по дисциплине может проводиться в несколько этапов.

В освоении дисциплины инвалидами и лицами с ограниченными возможностями здоровья большое значение имеет индивидуальная работа. Под индивидуальной работой подразумевается две формы взаимодействия с преподавателем: индивидуальная учебная работа (консультации), т.е. дополнительное разъяснение учебного материала и углубленное изучение материала с теми обучающимися, которые в этом заинтересованы, и индивидуальная воспитательная работа. Индивидуальные консультации по предмету являются важным фактором, способствующим индивидуализации обучения и установлению воспитательного контакта между преподавателем и обучающимся инвалидом или обучающимся с ограниченными возможностями здоровья.

4. УЧЕБНО-МЕТОДИЧЕСКОЕ ОБЕСПЕЧЕНИЕ САМОСТОЯТЕЛЬНОЙ РАБОТЫ ОБУЧАЮЩИХСЯ

Для подготовки к практическим занятиям обучающиеся должны перевести и дать краткую аннотацию основной информации следующих сайтов:

<https://www.marketing91.com/professional-ethics/>

<https://www.iaa.govt.nz/for-advisers/adviser-tools/ethics-toolkit/the-difference-between-personal-and-professional-ethics>

<https://www.noricom.no/en/retningslinjerfortolk>

<https://2009-2017.state.gov/documents/organization/176174.pdf>

<https://everythingchopsticks.com/Guide-to-Chopsticks-Etiquette-Around-the-World.html>

<http://etiquette-guide.com>

<http://etiquette-guide.com/chinese-dining-etiquette/>

<https://www.bbc.com/news/blogs-magazine-monitor-31004333>

<https://www.quora.com/What-is-diplomatic-protocol>

Тема 6, 7, 8 Protocol for the Modern Diplomat. – Washington: The Foreign Service Institute, 2011. – 34 p. URL <https://2009-2017.state.gov/documents/organization/176174.pdf>

5. ОБРАЗОВАТЕЛЬНЫЕ ТЕХНОЛОГИИ

При реализации программы дисциплины «Актуальные проблемы межкультурной коммуникации» интерактивные образовательные технологии не предусмотрены

6. ОЦЕНОЧНЫЕ СРЕДСТВА ДЛЯ ТЕКУЩЕГО КОНТРОЛЯ УСПЕВАЕМОСТИ И ПРОМЕЖУТОЧНОЙ АТТЕСТАЦИИ

6.1. Организация входного, текущего и промежуточного контроля обучения

Входной контроль не предусматривается. Для текущего контроля предусматривается индивидуальный опрос, тематические семинары.

6.2. Организация контроля:

- Входное тестирование – не предусмотрено
- Текущий контроль – проводится на каждом занятии и представляет собой проверку материала, усвоенных студентами самостоятельно и на занятиях. В некоторых случаях (как, например, при участии в дискуссии), контроль может осуществляться в форме мониторинга и завершаться исправлением допущенных студентами ошибок, устными рекомендациями для совершенствования навыка или развития умения.

Промежуточная аттестация – зачет

6.3. Тематика рефератов, проектов, творческих заданий, эссе и т.п.

Не предусмотрена

6.4. Курсовая работа

Не предусмотрена

6.5. Вопросы к зачету

1. Охарактеризуйте мораль, нравственность и этику.
2. Что имеется в виду, когда этику называют «практической философией»?
3. Объясните различие между нравами и моралью.
4. Объясните отличие ценности от норм.
5. Сравните талион и золотое правило нравственности.
6. Сравните золотое правило нравственности и категорический императив И.Канта как регулятивные идеи.
7. Роль представления о смысле жизни в самосознании личности.
8. Нравственные требования человека к себе.
9. Понятие «нравственная свобода».
10. Категория «нравственная ответственность».
11. Отличие чести от достоинства.
12. Нравственность и этикет, согласно мнению И.Канта.
13. Отличие нравственной нормы от этикетной.
14. Символические формы поведения в этикете.
15. Дипломатический протокол.
16. Ритуалы презентации в дипломатическом протоколе.
17. Ритуалы уклонения в дипломатическом протоколе.

18. Нормы дипломатического протокола, выполняющие функцию социальной идентификации.
19. Основные виды дипломатических приемов.
20. Протокольные вопросы приема иностранных гостей, которые решает принимающая сторона.
21. Основные правила поведения гостей на дипломатических приемах.
22. Объясните общее и отличия в компетенциях дипломата и переводчика.
23. Прямые функциональные обязанности и их отличие от дискреционных.
24. Профессиональный этос, профессиональная мораль и профессиональная этика.
25. Основные сферы профессиональной деятельности переводчика, которые регламентируются профессиональной этикой.
26. Каким нравственным требованиям должна отвечать деятельность переводчика?
27. Дипломатические функции, возлагаемые на переводчика.
28. Нравственные ограничения в профессии переводчика.
29. Основные правила поведения переводчика при ведении переговоров.
30. Этикетные правила общения (порядок представлений, этикет приветствий, невербальные формы общения, поведенческие табу).
31. Нравственные основания этикетных правил поведения в общественных местах.
32. Правила поведения за столом и ресторанный этикет.
33. Факторы, определяющие специфические особенности поведения людей в разных культурах.
34. Отношение к иным культурам и этносам: толерантность и нравственность.
35. Особенности делового и межличностного общения в США.
36. Стереотипы русских об американцах.
37. Стереотипы иностранцев о русских.

6.6. Контроль освоения компетенций

Вид контроля	Контролируемые темы (разделы)	Компетенции, компоненты которых контролируются
Устный опрос	1,2,3,4,5,6,7,8,9	УК-5, ОПК-3

7. УЧЕБНО-МЕТОДИЧЕСКОЕ И ИНФОРМАЦИОННОЕ ОБЕСПЕЧЕНИЯ

УЧЕБНОЙ ДИСЦИПЛИНЫ

7.1. Основная литература

1. Лавриненко В.Н. Деловая этика и этикет : учебник (Бакалавр и специалист).— Москва: Издательство Юрайт, 2019. — 118 с. — URL <http://urait.ru/book/delovaya-etika-i-etiket-433659>
2. Скворцов А.А. Этика: учебник и практикум для вузов. - Москва: Издательство Юрайт, 2020. – 321 с. URL <https://urait.ru/book/etika-410492>

7.2. Дополнительная литература

1. Носков, И. Ю. Профессиональная этика юриста : учебник для вузов / И. Ю. Носков. — М.: Юрайт, 2020. – 277 с. URL <https://urait.ru/book/professionalnaya-etika-yurista-454630>

2. Protocol for the Modern Diplomat. – Washington: The Foreign Service Institute, 2011. – 34 p. URL <https://2009-2017.state.gov/documents/organization/176174.pdf>

7. УЧЕБНО-МЕТОДИЧЕСКОЕ И ИНФОРМАЦИОННОЕ ОБЕСПЕЧЕНИЕ УЧЕБНОЙ ДИСЦИПЛИНЫ

Вопросы культуры и культуры поведения в разных странах

<http://www.executiveplanet.com>

Информация о международном этикете и манерах <http://www.cyborlink.com>

Кодексы переводчиков Code of Professional Ethics

http://www.aiic.net/ViewPage.cfm?article_id=24.

Пример компании, консультирующей по разным культурам <http://www.itapintl.com>

Образовательный ресурсный центр <http://www.ethicscenter.ru/>

Сайт «Деловой этикет»: <http://www.delovoi-etiket.info/>

Электронная гуманитарная библиотека <http://www.gumfak.ru/>

Сайт по профессиональной этике

<http://www.questia.com/SM.qst?act=search&keywordsSearchType=1000&keywords=professional%20and%20ethics>

Образовательный ресурсный центр <http://www.ethicscenter.ru/>

<http://apchuzhakin.narod.ru/mp1.htm>

<http://www.translation-blog.ru/kodeks/>

Для подготовки к занятиям обучающиеся должны прочитать, перевести и составить краткую аннотацию основного содержания следующих текстов:

Тема 1

<http://etiquette-guide.com>

Is it ok to give your sister a single flower for her birthday? Is it acceptable to give your Japanese teacher a bouquet of white tulips? The answers can be found in our article on Flower Etiquette. Flowers are beautiful, smell wonderful and receiving them can make someone feel really special. But, before you make flowers your go-to gift when you are in doubt of what to give, make sure you know proper flower etiquette! Red roses are reserved exclusively for lovers. There are never any exceptions. Don't believe me? Send red roses to your boss. See how the office gossip flies! Speaking of colors, if sending flowers to someone from a different culture than you, do some research on color meanings. For example, in Mexico, red casts spells and white lift spells. However, in Asia, red represents happiness and white is a reminder of funeral and mourning.

Funeral flower etiquette states that if the family of the deceased have asked for donations to a charity in lieu of flowers at the funeral, you must respect their wishes. However, it is acceptable to send flowers the day after the funeral in addition to your donation to convey your sympathy and best wishes. If you are in doubt as to what type of flower to send, every florist will be able to help you put something personally together or they will have arrangements already made for you to choose from. While not such an issue in the US, in many places, it is considered unlucky to

give an odd number of flowers. The exception is giving a lover a single flower. According to the men in my life, young and old, they do not like getting flowers. They may tell you to your face that they do, but, they will hide those things the second you move out of sight. And don't ever, ever have flowers delivered to their work – they will never live it down! When you have doubts about flower etiquette, you are in luck – consult your local florist. They have spent a lot of time in the field and know what is socially acceptable for every occasion!

Communicating with Diplomacy in the Workplace

Be aware of the corporate culture. Being diplomatic is more than just being polite. It requires you to consider and follow some specific guidelines. Although tact and diplomacy are two different aspects of communicating, both must be brought together to communicate effectively. Being diplomatic requires you to be aware of your organization's corporate culture. In simple terms, this involves being "political" or "politically correct." Tact is more about recognizing and being sensitive to the delicacy of a situation and other people. There are two general principles that should be followed to be diplomatic in the workplace – be aware of the corporate culture of the organization, and be a good coworker. Being diplomatic requires awareness of the organization's corporate culture. There are several layers to an organization's corporate culture. Superficially, corporate culture is the way things are done in an organization. Beneath this, corporate culture is the system of informal, unwritten rules. At a deeper level are the common values that guide these rules, with fundamental assumptions being deeper still. It's important to "tap into" the corporate culture, and ensure that what you say and do are consistent with it. Failing to adhere to the way things are done will be particularly obvious to others – and may come across as undiplomatic. Being a good coworker. Being diplomatic in the workplace is also about being a good coworker. This means that you should develop an awareness of your coworkers. It also means that you give credit where due, and share blame when things go wrong. It's also important that you don't make negative comments about coworkers. Developing an awareness of your coworkers is one of the easiest ways to avoid problems with them. It means making an effort to learn about the pressures they're under. You can develop awareness simply by watching how they work – knowing what their responsibilities are, what their daily challenges are, and what their busy periods are. It's also useful to talk to them – simply talking to people instead of speculating on their decisions or actions is the best way to get perspective. It's important to give credit to others who've contributed to any achievement or success. You should also take your share of the blame or responsibility for mistakes or failures. Taking credit for others' achievements will cost you dearly in the long term. It'll badly affect your relationship with others, and make them less inclined to assist or cooperate with you in the future. When speaking of successes that have been a team effort, always use "we" instead of "I" to make it clear that others were involved. Don't ever make negative comments about a coworker – or any comment that you wouldn't make directly to that person. Never make a comment – either oral or written – when you're angry or frustrated. If you do have to make a critical comment about someone, be sure that you know all the relevant facts before you form – and, in particular, express – your opinion. Effective communication means communicating with tact and diplomacy. To be diplomatic in the workplace requires you to be aware of the corporate culture of the organization, and be a good coworker. Corporate culture includes things such as the way things are done in an organization; the system of informal, unwritten rules; the common values

that guide these rules; and the fundamental assumptions. Being a good coworker involves following some basic guidelines. You need to develop an awareness of your coworkers, give credit where due, and avoid making negative comments about coworkers.

Be tactful toward others

Tact is recognizing the sensitivity in a situation and making sure that your comment is appropriate. It's also the ability to be assertive without being offensive. When resolving to be more tactful, bear in mind these principles: assess the best time to initiate a communication, listen effectively, think before responding, plan what you're going to say, and be conscious of your tone. One part of tactfulness is assessing when it's the right time to initiate a communication. Although no time is perfect, some are better than others. Two things to consider are events in the other person's day and the physical setting. Another part of tactfulness is to listen effectively. To do this, you can follow three guidelines. First, develop awareness about the other person. Second, don't compete with the other person in the conversation. And finally, if you ask a question, be sensitive to the answers. It's also important to think before responding. Sometimes you might be tempted to blurt out whatever comes to mind – and you've probably done this at some point. If so, you're aware of how it affects your credibility. In thinking about what you're going to say, you should empathize with the other person and consider the outcome you want from the communication. You should also aim to be clear, complete, and courteous in your communication. Communicating with tact. To communicate tactfully, you must consider the other person's feelings. However, you must also be aware of your expectations of the communication. One way to do this is to plan what you're going to say. Being unprepared will make an already difficult situation worse. All your efforts to understand the other person must be reflected in the words used. Even in a difficult situation, a communication delivered with positive words is easier to receive. When planning what you're going to say, there are some important guidelines. You need to demonstrate empathy; recognize the potential for misinterpretation; use polite, positive language; get rid of personal issues; and focus on the key issue. The final element in being tactful is to be conscious of your tone. Tone is essentially the way you say something – the sound or modulation of your voice. The tone used can have more impact than what's said. For instance, a stable, well-modulated, conversational tone is persuasive, but not intimidating, whereas a quiet monotone lacks conviction and won't convince others. There are three elements to consider when trying to find the right tone. The vocal tone relates to the voice's pitch. Generally, a lower pitch is more persuasive than a higher pitch. The inflection relates to the emphasis placed on certain syllables or the highs and lows in your voice. Finally, volume is a powerful tool that should be controlled and used effectively. While some people command attention by speaking quietly, others seek to overpower through sheer loudness. The way your words are delivered is as important as the words themselves. The inflection can also alter the meaning of a word. In fact, the same words can have many different meanings, depending on where the emphasis is placed. In considering the tones most appropriate for tactful conversation, you may have identified a calm tone. A friendly tone is also appropriate, as well as a confident tone. While it's true that your tone should reflect the circumstances of the conversation, tactful tones tend to feature these three qualities. There are certain principles that you can follow to make sure your communication is tactful and diplomatic. First, you should assess when it's the right time to initiate a communication. This means taking account of the physical location and events in the other person's day. You should also listen effectively, which includes asking questions to develop your understanding. And think before responding, as

opposed to “blurting out” the first thing that enters your head. Another important principle is to plan what you’re going to say. This includes demonstrating empathy, recognizing how your message could be misinterpreted, using polite and positive language, and focusing on the key – rather than any personal – issues. Finally, you should be careful about the tone you use.

Тема 2

<https://www.iaa.govt.nz/for-advisers/adviser-tools/ethics-toolkit/the-difference-between-personal-and-professional-ethics>

The difference between personal and professional ethics. Personal ethics refers to the ethics that a person identifies with in respect to people and situations that they deal with in everyday life. Professional ethics refers to the ethics that a person must adhere to in respect of their interactions and business dealings in their professional life. In some cases, personal and professional ethics may clash and cause a moral conflict. For example: A police officer may personally believe that a law that he is required to enforce is wrong. However, under the Code of Conduct for the New Zealand Police, he is required to obey all lawful and reasonable instructions to enforce that law unless there is good and sufficient cause to do otherwise. A doctor may not personally believe that the course of medical treatment chosen by a patient is the right one. However, under the Code of Ethics for the New Zealand Medical Association, she must respect the rights, autonomy and freedom of choice of the patient. More often than not people at work resolve moral conflicts by drawing a line between their professional and individual roles. In other words, they separate their work from their personal life and follow their professional code of conduct. Solving ethical problems. When faced with an ethical issue, it is important to remember that there is seldom only one correct way in which to act. The information provided below, however, is intended as a guide to assist you to make professional and ethically responsible decisions. Making good ethical decisions requires a method for exploring the ethical aspects of a decision, and weighing up the considerations that could influence your choice of action. The following framework provides a method for exploring ethical dilemmas and identifying ethical courses of action. A Worksheet for Ethical Deliberation has also been developed for advisers. Ethical decision-making framework. There are steps in the ethical decision-making process.

Recognising that there is an ethical question: requires you to think about how you should act and what you should do in a given situation. This situation:

could relate to a situation and/or a decision that you make, which could be potentially damaging to a client or a stakeholder.

- could involve a choice between a good and a bad outcome – e.g. a situation where Immigration New Zealand would decline your client’s visa application because of certain information that the client has disclosed to you, but of which Immigration New Zealand is unaware.

Understanding the facts of the situation:

- requires you to consider how you can learn more about the situation including making enquiries and finding additional facts to ensure you have the best possible understanding of the situation.

Understanding the options available to you:

- requires you to identify and understand each option available to you
- requires you to take into account any legislative requirements, professional standards (such as the Code), immigration law and instructions, as these may influence your options.

Understanding the consequences of the options:

- requires you to work out how different parties will be affected by each option - these
- parties can include the client, stakeholders within the New Zealand immigration system, your employer and other advisers
- requires you to be aware that your overriding duty is always to act in the lawful and legitimate interests of your client
- requires you to ask yourself some searching questions, for example:
 - If I am going to act in a way that is adverse to my client's interests in any way, am I justified in doing so?
 - Which option will produce the most good for my client even if it will upset another person or cause me discomfort or loss?
 - Will this require me to act in a way that will harm someone else or go against my personal beliefs or ethics?
 - Is there a way to act that will not damage my client's interests but will reduce or prevent harm to another person or institution?
 - Is there a way to act that will not damage my client's interests and will allow me to act in the way I believe is consistent with the type of adviser that I want to be?

Testing the option you plan to take:

- requires you to consider the possible effects of all the different options
- requires you to reflect on and thoroughly review the option that you plan to take – in doing so, you should ask yourself the following questions:
 - Am I feeling uncomfortable with what I am about to do?
 - If so, why am I feeling uncomfortable about this option?
 - Why am I making this decision?
 - Would I be happy if this was done to me?
 - Would I be happy explaining this to different parties within the New Zealand immigration system and explaining why I did what I am planning to do?

Explaining the option you have decided on to those affected and to other interested parties:

- requires you to act in a way that your client, or another party, may not like or may find difficult to understand
- requires you to be able to justify your actions in a logical and straightforward manner - if you cannot explain your actions, then it is more likely that you are acting on the basis of your feelings or prejudices
- will often require you to have kept excellent records that note the essentials of what the issue was, what you did to resolve it, the options you considered and how you communicated your decision to those affected.

Acting on the chosen option:

- requires you to consider how you will go about implementing your decision
- requires you to actually carry through with the action you decided to take.

Reflecting on the outcome:

- requires you to assess how your decision turned out and what you learnt from this specific situation - to objectively evaluate what has happened and whether the option you took worked.

Tema 3

<http://etiquette-guide.com/chinese-dining-etiquette/>

Chinese dining etiquette rules

No, this is not an article about how to properly eat your take away from Panda Express or how to be on your best behavior when visiting your local Chinese restaurant. Instead, this article will focus on how to best fit the etiquette needs of dining in China, if you are there for business, for example. Or, if you are invited to your new girlfriend's home for dinner and her family is very traditional and Chinese; this article will help you impress them with your respect for their culture!

Seating – the person of greatest importance takes the seat furthest from the door at the head of the table; the person of least importance takes the seat closest to the door. If you are the host, you take the seat closest to the path that will allow you easy access to the kitchen, front door to greet latecomers, etc. If you are a guest and are unsure where to sit, wait, and your host will direct you.

Chopsticks – Chinese chopsticks are different to Japanese chopsticks as they are the same size all the way up (Japanese chopsticks taper). For etiquette rules concerning chopsticks, you have to read another article.

Ordering – it is always important to order an even number of dishes when dining out, unless you are going out after a funeral, where an odd number is ok. The head of the table will order for everyone...and everyone will like what they order!

Food Placement – if the food has any sort of head (chicken head, pig’s head, etc. – yummy), the head should not be facing any of the guests.

Any soup should be placed in the center of the table and the most important dish (the main course) should be placed in front of the most important person at the table as a sign of respect. Usually a Lazy Susan is used; this should be turned clockwise.

Eating – the most important person at the table digs into the food first and takes the first bite. Try everything you are offered and don’t make faces. Don’t eat the last piece of anything; save that for the most important person at the table. If you are offered the last piece of something, it is an honor. You can return the honor by offering it to that person instead, or, someone else.

Slurping and Belching – slurping your soup is a-ok! You might hear others belching, but, feel out the situation before joining in yourself.

Drinking – say “Gan Bei” when toasting others to signify “cheers!” As the youngest person at the table, your job is to fill everyone’s tea cups, leaving yours for last.

Finishing the Meal – as a guest, make sure you do not leave too much food behind on your plate; it is an insult! However, if you’re full, stop eating everything on your plate and drinking everything in your cup; your host will keep refilling them!

Paying – when eating out, splitting the bill is not an option. It is a fight for the honor of paying for the bill. However, if you lose, don’t worry; you’ll get it next time. Relationships are kept tight between friends and family that owe each other one! Just make sure you don’t outdo the person when either having them over at your house next or taking them out.

<https://everythingchopsticks.com/Guide-to-Chopsticks-Etiquette-Around-the-World.html>

No matter whether eating dim sum in New York or noodles in Beijing, there are just certain things you should not do with your chopsticks if you want to be civilized. Naturally many of these aren't likely acceptable when using a knife and fork either. Follow these simple rules of chopstick etiquette and good manners and you'll be a well mannered chopstick user wherever you go. And if you need, you can buy all of these unique styles of chopsticks right here at Everything Chopsticks.

1. Don't leave your chopsticks stuck vertically in your food. That's associated with death.
2. Don't eat directly from serving dishes. Place food first on your plate and eat from there.
3. Don't stick food with your chopsticks. Accept the challenge and grab food instead.
4. Don't play with your chopsticks, rap them on your plate like drumsticks, make noise or wave them in the air.
5. Don't use your personal chopsticks to get food from the serving dish. Use serving chopsticks instead
6. Don't use your chopsticks to push around dishes on the table.
7. Don't sort through food in the serving dish.
8. Don't place your chopsticks directly on the table. Put them across your dish or on a rest.
9. Don't hold your chopsticks in your mouth with no hands, such as when passing a dish.
10. Don't point your chopsticks at other people around the table.

Okay, now that we have the basics of chopstick etiquette and manners, brush up on some culturally specific nuances.

Japan

- It's okay to lift a bowl close to your mouth and push food into your mouth with chopsticks.
- At the table setting, chopsticks should be placed above the plate, parallel to the table, with tips to the left.
- It's rude to rub disposable sticks together. It implies the restaurant gave you cheap chopsticks.
- In a more formal restaurant disposable chopsticks should be inserted back into their wrapper when finished.
- Don't set your chopsticks down crossed. It's another symbol of death.

China

- It's okay to lift a bowl close to your mouth and push food into your mouth with chopsticks.
- Don't set your chopsticks down pointed at another person at the table.
- Allow elders to be served and begin eating first.

Taiwan

- It's okay to lift a bowl close to your mouth and push food into your mouth with chopsticks.
- It's okay to use chopsticks to cut soft food into smaller portions for children.

Korea

- A table setting in Korea will typically have a matching pair of chopsticks and spoon.
- Spoons are used for liquids, chopsticks for solids. Either may be used for eating rice.
- Don't lift a bowl close to your mouth. Lift food to your mouth from the dish on the table.
- At the table setting, chopsticks are placed to the right of the spoon. Placed on the left is done at funerals for the deceased.

Vietnam

- It's okay to lift a bowl close to your mouth and push food into your mouth with chopsticks.
- It's a bad omen to set down your chopsticks in a vee shape when finished eating.

Japanese Chopsticks vs. Chinese Chopsticks. What's the Difference?

Chopsticks originated in China about 5,000 years ago. With each passing dynasty chopsticks changed and improved. It took a couple thousand years later for chopsticks to be adopted into the Japanese culture. And, like the Chinese dynasties, chopstick styles changed with each passing Japanese era. As time passed the chopsticks from China and Japan have taken on their own shape, size and style. So what's the difference between Japanese chopsticks vs. Chinese chopsticks? During Qing dynasty (1644–1911) Chinese chopsticks took on their modern form. They are typically about 10.5 inches long, usually square in the handle end and round in the tip end. The handles are about .27 inches square and the tips are usually about .22 inches in diameter. There is no taper and the tip is cut off blunt with no rounding or smoothing. It is said the handles are square to prevent the chopsticks from rolling off the table. Chopstick designs range from ultra plain and utilitarian to ornate in Chinese fashion with embellishments of gold or silver, bone and shell. The most common chopstick is the simple red-brown wood Chinese chopstick, though the Chinese perfected making chopsticks from bone, jade, ivory, metal and other exotic materials. Japanese chopsticks are about 9 inches long, squarish with rounded edges

in the handle and typically round in the tip. The handles start at about .3 inches square and end with the tips about .08 inches in diameter. The chopsticks taper gracefully from handle to tip and the tip is rounded over without sharp edges. Although simple wood chopsticks are most common in households, Japanese chopstick manufacturers have elevated the quality and style of their designs and production techniques into an art form of themselves, integrating deep lacquer finished with shell, fabric and other decorative elements. You don't typically find gold or silver metal additions on Japanese chopsticks.

Dining Room Etiquette Rules

Today, casual dining is the accepted norm. Paper napkins and disposable dishes are common even at festive occasions, but things were very different in the early 1890's. Although meals were not eaten exclusively in the dining room, when they were, certain rules and procedures were followed. Breakfast in the kitchen or a picnic lunch outside on a rough table or blanket would, of course, be informal and relaxed, but meals in the dining room had to adhere to an established protocol. This formality applied to both country homes and permanent residences. The evening meal began with a formal announcement. The August, 1892 edition of *The Ladies' World* declared that the popularity of the dinner bell was on the decline but the call to dine remained a necessity. The etiquette editor noted that it was popular to have meals announced by the butler or by neat-aproned and capped maids. Verbal invitations were occasionally sung by the hostess or servers. When Asian art and artifacts gained popularity in the late 19th century, the brass or silver dinner gong replaced the dinner bell; however crystal bells remained popular to call in guests for special occasions. Chairs around the long rectangular dining table remained the seating arrangement of choice; however multiple table formations were occasionally used for large gatherings. Hostesses were advised to use care when arranging guests. *Ladies' World* suggested using a triangular, three table formation for parties, with the hostess at the center of the triangle's base, the gentlemen of honor on either side, and the host at the point. It was best to arrange the other guests, being careful to promote conversation and avoid possible confrontations caused by personality differences. A proper hostess would put her energy into promoting harmony by making careful plans before the guests arrived. Fine china and silver demonstrated the good taste and intelligence of the hostess and were often a major investment, but some domestic brands were more affordable. American made china began to challenge European tableware as an acceptable choice in 1892. Women were advised to choose simple patterns with delicate design work or gold edges for their formal place settings. The publication '*Art Amateur*' suggested ornate painted tea sets were fashionable for tea time and afternoon entertaining. Colorful and decorative pottery and platters were also acceptable as serving dishes which complimented the plainer dinnerware. It was not unusual for households to spend more on their china and silver than their dining room furniture since the table settings became a personal expression of the host and hostess. For example sets of Coalport china lined entirely with matt gold, the outside being tinted either in Venetian red, royal blue, rich yellow, or old pink cost sixty-five dollars per dozen and a Coalport tea set was listed at \$150. A set of Doulton dinnerware ranged from thirteen dollars to one hundred and fifty dollars. When you consider that a loaf of bread was about five cents, even thirteen dollars was a great deal of money. Silverware

and linen table cloths and napkins were also required for proper entertaining. Fresh flowers, candles, and/or dried floral arrangements completed the table. These niceties demonstrated refinement and were expected in the finer homes.

Resist an Unauthentic or Loud Appearance

Just where is the line between being real and exploring new styles and trends? Is it possible to be authentic on the inside but not on the outside? 111 years ago the rules of etiquette were straight forward. Putting on airs or trying to be something outside of your status and station was considered distasteful and vulgar in 1899. When a woman wore clothing or jewelry above her means, this could often lead to embarrassment. The popular woman's periodical, *Ladies' World*, offered guidance for both young and mature women as to proper public behavior and appearance. Immodesty in movement and actions was strongly discouraged. Women were warned against shaking hands with men under most circumstances. Women who push themselves on men could be seen as rude and brash. However an exception was made for the hostess to any event or party. She was advised to shake the hand of everyone who entered and exited her home. This rule applied to both male and female guests. The experts wrote that a woman's voice should also be controlled. A high pitched voice should be countered by soft speech and loud laughter should always be avoided otherwise people will assume there was bad breeding and a lack of culture. Controlling one's children in public was an indication of good parenting. A good mother showed her children for limited amounts of time. Parading children in front of company was considered not only distasteful and difficult for guests, but etiquette experts also suggested that it could be hazardous to the emotional growth of both boys and girls. It was socially acceptable for a child to make an appearance for a few minutes in the evening and even play a short instrumental piece or recite a poem, but anything beyond a brief time was ill advised. Modest behavior alone was not enough. It was essential for a woman's appearance to match her temperament and social economic status. The most constant indicator of a woman's character could be seen in the way she dressed. A refined woman was sensitive to the style, cut, and material of her clothing. A woman of modest means was advised to choose simple fabrics and conservative fashion. Dressing beyond one's means is a vulgar attempt to impress observers with an idea that one is well placed financially. This folly is usually very transparent to shrewd onlookers, but is frequently ensnares and captivates the youthful, shallow and unwary, and so succeeds in its mission. Women were also warned against wearing a profusion of jewelry especially early in the day. The etiquette experts warned that women who chose to wear excessive jewelry in the morning were "indicative of a desire to show off one's riches and is a piece of vulgar ostentation." A few very choice jewels were appropriate in the evening; however the same rules that applied to clothing and behavior also applied to ornamentation. The jewelry's value should coordinate with the clothing and the social status of the woman who wears it. Although some of these rules might seem a bit harsh or outdated, the general principles still apply today. Choosing modest attire and behavior is a sign of refinement and sophistication. Maxing out your credit cards to obtain the latest fashions or being loud in public settings, might garner attention, but probably not the sort of attention you want.

What are Professional Ethics? Every profession has its particular rules, regulations, or you could say principles. Professional Ethics are the guiding principles that are to be followed by or expected to be followed by the people in that profession. These principles in any company or group can be termed as ethics. Similarly, professional ethics are to be applied by the people of a particular profession if they can be based on the duties that they have to follow, their skills and specific knowledge. A person when choosing a job must know that specific profession. Ethics means principles of something. In different roles, they have ethics according to their knowledge about the situation, how people belonging to that profession should behave. Professional ethics is guidance for people working in a particular profession that tells them what they supposed to do and what they are not supposed to do while working there. A particular profession has its specific behavior, and everyone must follow them. Be it engineering, medical or health industry, or law or any other profession. You are supposed to behave the way a person should according to what your professional ethics says. It shows how much you know about the job, your passion for your work. Now that every person has a choice for a specific profession, they need to what some basic facts about ethics related to occupations. To know about professional ethics in detail, continue reading the whole article. Examples of Professional Ethics. Professional Ethics' best example can be the one Doctors take. The Hippocratic Oath, taken by doctors when they are rewarded the degree in medicine. This oath is one of the ethics that have to follow before practicing medicine. And, every ethics differs depending upon the type of profession a person has. It becomes easier to understand something when somebody describes it with a commonly seen example. Professional ethics might sound critical to understand, but it is not. A common cause can explain the whole thing. Almost everyone knows that students who persuaded medical studies or health-related studies or you can say would be doctors, nurses, etc. take an oath before joining as a professional. Now the oath they take is what they will be doing for the rest of their lives. It is a promise they make that they will never harm a person; they will give the best treatment possible to their patients, etc. What they say during the oath is the ethics of their profession. Those are the principles or guidance they are bound to follow. There is a broader field of ethics in the area of profession. It can be about the media and their ethics, the judicial and legal ethics, the medical code of conduct, the ethics of realtors, the Engineer's ethical code, and several others. People from different professions have to follow different ethics, and they have to abide by the rules. Any violation of laws and ethics can harm their position in that profession. Professional is about delivering essential services and making commitments. For instance, let's think about a professor; his profession is to serve the students and solve their problems. It requires a special relationship between the place, the trade, and the student. Everything runs based on ethics. Types of Professional Ethics. Every profession has its way of dealing and making the profession work. Although ethics differ in every profession, some principle ethics are universal. They are followed by each profession, which is being honest in their work and serving the people along with trustworthiness, respecting others, honesty, accountability, abiding by the rules and avoiding harming anyone. Generally, the rules mentioned above are followed by every professional. And, if anyone fails to do so, s/he becomes unworthy of being in that profession. Some particular associations around the world and nation determine the ethics of a specific profession. And it has to be followed by the people with full honesty.

1. Media and their Professional Ethics. Journalists or anyone related to media has a great responsibility for transparency. No one in the media should be biased regarding any happenings around the world. The job of journalists is fierce and terrifying because they are always in the target. If any journalist gives news related to a criminal s/he has a chance that they can be harmed. But journalists have to be honest and unbiased while reporting the news. Any news that is about making people aware of their surroundings. Therefore, ethics in media is crucial and is about sticking to the facts instead of presenting their opinions. In short, we can say that media ethics are about “seeking truth and reporting it.”

2. Judicial and Legal Professional Ethics. Anyone who is in the field of law and justice is required to abide by its rules and ethics. Here, the lawyers or anyone in the legal area should balance their duty to prosecute criminals and defend the clients. It should be under the obligation of ethics to uphold the law and be truthful regarding it. People from the Legal field are to maintain the confidentiality of their clients and avoid conflicts. Everything should be balanced, and they should be honest about their duty. The most important thing is that they should not make their clients fools. If any lawyer is unable to convince their clients then s/, he should drag themselves away from the case. In the judiciary, field balance is a must. This balance is the primary principle of their profession. A person involved in a legal or judicial business, must defend their clients or prosecute the criminal with honesty. It's not always winning the case but being honest with the laws. They cannot force anyone to say something even if they know it's a lie, but they can make them confess the truth with tricks.

3. Engineer's Professional Ethics. Engineers also have specific ethical codes that they have to follow anyhow. There is so much responsibility on the shoulders of Engineers. They are the one building houses, dams, highways, any gadget or even a car. They have to be honest enough while designing and making them. National Society of Professional Engineers created an ethics code for engineers to make sure that engineers know that in their profession, they need to be honest and responsible. Being fair, taking care of public health and their safety should be their priority as a professional. This code is the principle they follow. The ethical code of engineering was created to facilitate the tenets of impartiality, equity, honesty and fairness in their work. When they are to conduct any building making or designing, they have to do it with full sincerity to decrease the risk of harm. For the highway, people use it very often, and it should be safe. Therefore the one making it should be honest.

4. Medical Professional Ethics. People of medicine have to take an oath about promising and serving the people who are in pain. The Hippocratic Oath is one of the prominent ethical codes which almost people know. Other than this oath, the nurses and doctors are advised to respect the patient's dignity, respect the human right. The Hippocratic Oath is the most famous ethical code, yet not the only system that shows the moral standard of the medical field. Doctors and nurses should always respect their patient's dignity, honest, helpful to their patients. They must maintain their patients confidently. Any major fault or mistake can ruin the entire professional life of a person. They need to be very careful with the principles. Being honest and treating everyone equally is very much required in the medical field. Just like the ethics in media, here the doctors can't be biased towards the patients. Everyone has equal rights. Therefore, s/he has the full power of being treated, and their confidentiality should be maintained.

5. Codes of Conduct. There are many industries; it can be about medical and legal fields or any institution. Every company, group or administration has a particular code of conduct that is to be followed by the people there. This is often organized by the Association that looks on the legal

field. This helps in creating and modifying the rules. This can build confidence among people. Also, it creates transparency with the clients and makes it easier to take decisions accurately. Any person who is unable to follow the ethics of their profession can be disbarred and making them no longer practice their business, it can be medical or law.

How to teach Professional Ethics to your Workforce?

1. Identifying Ethical Issues. Once an individual analyses the ethical issues created by professionals that have repercussions over the standard mass daily, it becomes all the more easily to point out the ethical crisis and ethical issues while teaching professional ethics. Given below are a few tips that one needs to focus on while teaching professional ethics and throw light upon to imbibe a heightened sense of ethics in the professional mass. These are as follows: Be averse with your professional code of conduct and ethics and try to point out if there is an issue. Throw light upon that particular issue and think about ways to improve that specific issue that has cropped up. Bring references from your practical experience which has bothered you and which, in your opinion, needs to be focused on hugely. Ask other professionals from different fields and different lines of work about their code of ethics and the issues they face daily. Create an archive consisting of specific newspaper stories, websites, and novels that have dealt with ethical issues that are experienced daily. Focus on what those issues are and how they can be solved with. Ask the people whom you are teaching ethics to come up with their set of problems and experiences they have faced, which speaks a lot about ethical issues. Think about research papers, evaluations and design works and the issues that crop up there and how it affects people in the long run. Throw light upon the repercussions of such issues which might bring about harm to people.

2. Ethics in the Classroom.

Create a temporary professional world within the school to provide the students with the first-hand experience on how important ethics are in a professional society; what are the various issues faced and how to solve them to avoid an adverse repercussion on the people in general. Provide realistic scenarios as contexts to a particular ethical issue and ask the students to come up with solutions that rectify the problem. For example, give a context where it states that a significant accident happened due to the negligence of a particular professional establishment or industry. Focus on how ethical issues played a huge part in that and ask students to point out the problems and come up with alternate solutions that could have avoided the accident. Imbibe a heightened sense of responsibility among the individuals and teach them the importance of adhering to ethics. For example, teach the students on the importance of adhering to laboratory rules and what each law implies when it comes to safety guidelines and standards that a particular lab is operated on. Make the students figure out the reason given for each guidance. Ask the students to study reports of disasters and accidents that had a profound effect on the common mass. Bring their attention to the professional, ethical issues that might have led to that accident or disaster. However, it is advised not to focus solely on case studies as students might become skeptical about how a professional works. Focus on the brighter side as well, where something good came out of adhering to professional ethics.

Professional Ethics is essential in our life because it is one of the ways of living. Just imagine a profession without ethics, it will look bizarre. No rules and regulations make a profession disoriented and poorly organized. The name “code of Ethics” in itself said a lot about the discipline. Every profession has its way of organizing and avoiding any use of unfair means. By

the above explanation, we can conclude that standard ethics is a need in every profession. Honesty and trustworthiness is an approved code of ethics in every profession.

Tema 5

<https://www.noricom.no/en/retningslinjerfortolk>

Interpretation ethics

- The interpreter must not allow his or her personal opinions to affect the interpretation. The interpreter must not express his or her personal opinions at any time during the interpretation.
- The interpreter is not responsible for the content of the message being interpreted. The interpreter is simply using his or her knowledge and skill to facilitate communication between the parties. It is not up to the interpreter to assess the veracity, moral or accuracy of the message. The interpreter is not responsible for the truth of what is being said; the interpreter is only responsible for the correct interpretation of what is being said.
- The interpreter must never take part in the conversation that is being facilitated by him/her. The interpreter must not volunteer or be expected to volunteer cultural information in the conversation. The interpreter's cultural knowledge is simply a tool he or she can draw on in the delivery of the message. The interpreter must not offer explanations or justify the communicating parties' statements and reactions on the basis of cultural knowledge or other, similar knowledge. Also, the interpreter must never give advice to any of the parties of the conversation.
- The interpreter must not accept assignments concerning matters where the interpreter is biased or partial. The interpreter must always notify the interpretation service provider or the parties if he or she has a vested interest in the case, or if the interpreter's family ties to, friendships with, acquaintance of, financial dependence of or similar relations to the parties of a case could raise doubts concerning his or her impartiality.

Things to remember if you are an interpreter

- Introduce yourself
 - Present the code of conduct for interpretation in the client's language
- Keep in mind that:
- The interpreter is impartial
 - The interpreter must interpret everything that is said
 - The interpreter must inform the parties of his or her duty of confidentiality
- Code of conduct for interpreters:
- Be calm

- Be impartial
- Stay alert and focused
- Pay close attention, so that the communicating partners do not have to repeat themselves
- Never get involved in the conversation
- Never “get to know” the client.

http://mcislanguages.com/files/MCIS_Interpreter_Code_of_Ethics.pdf

CODE OF ETHICS FOR INTERPRETERS

Interpreter Role Statement: To deliver, as faithfully as possible, messages transmitted between individuals who do not share a common language.

The interpreter’s performance is governed by 8 ethical principles.

1. Accuracy and Fidelity

Interpreters strive to render all messages in their entirety accurately, as faithfully as possible and to

the best of their ability without addition, distortion, omission or embellishment of the meaning.

2. Confidentiality Interpreters will not disclose and will treat as confidential all information learned, either uttered or written in the performance of their professional duties, while adhering to relevant requirements regarding disclosure.

3. Impartiality Interpreters strive to maintain impartiality by showing no preference or bias to any party

involved in the interpreted encounter.

4. Respect for Persons

Interpreters demonstrate respect towards all parties involved in the interpreted encounter

5. Maintaining Role Boundaries

Interpreters strive to perform their professional duties within their prescribed role and refrain from personal involvement.

6. Accountability Interpreters are responsible for the quality of interpretation provided and accountable to all parties and the organizations engaging the interpreter’s service.

7. Professionalism Interpreters at all times act in a professional and ethical manner.

8. Continued Competence

Interpreters commit themselves to lifelong learning in recognition that languages, individuals, and services evolve and change over time and a competent interpreter strives to maintain the delivery of quality interpretation.

Fundamentals of Interpretation

1. Ethical Principle: Accuracy and Fidelity

Objective: Preservation of the meaning of the message.

Interpreters strive to render all messages in their entirety accurately, as faithfully as possible and to the best of their ability without addition, distortion, omission or embellishment of the meaning.

Standards

1.a The interpreter renders all utterances and written communication faithfully using the same grammatical person as the speaker or writer. The rendition should sound natural in the target language and there should be no distortion of the original message through additions, omissions, or explanation. The idiom, register, style and tone of the speaker is preserved.

1.b The interpreter advises all parties that everything said in the encounter will be interpreted. If any party requests that the interpreter refrain from interpreting all utterances, the interpreter is obliged to

interpret the request to all parties and restate their obligation to interpret everything being uttered.

1.c The interpreter retains English words mixed into the other language, as well as culturally bound terms which have no direct equivalent in English, or which may have more than one meaning. Whenever possible, the interpreter will attempt a translation of that word to provide the listener with an idea of what the word means.

1.d The interpreter asks for repetition, rephrasing, or explanation, if anything is unclear. Upon recognizing that the interpreter has misunderstood the communication, she/he identifies the misunderstanding and requests direction from the parties involved.

1.e The interpreter ensures that the meaning of gestures, body language, and tone of voice is not lost, by replicating what has been seen or heard by the interpreter.

1.f The interpreter uses a mode of interpreting appropriate for the setting. In most interview situations, spoken-language interpreting is done in consecutive mode.

1.g The interpreter performs summary interpretation (i.e. some of the elements of the communication are not interpreted) only with the knowledge and consent of all parties.

Fundamentals of Interpretation

2. Ethical Principle: Confidentiality

Objective: Protection of the privacy of all parties and the confidentiality of information. Interpreters will not disclose and will treat as confidential all information learned, either uttered or written in the performance of their professional duties, while adhering to relevant requirements regarding disclosure.

Standards

2.a The interpreter advises all parties that she or he will respect the confidentiality of the encounter except when required by law to disclose information. All parties in an interpreted encounter have a right to expect that the interpreter will hold information about them in confidence.

2.b The interpreter does not disclose information spoken, seen or written outside of the interpreting situation without the expressed permission of all parties or unless required by law. If disclosing the time and/or place of an encounter may identify the purpose, persons or content, the interpreter shall not disclose such information.

2.c The interpreter may, where collaborative work with other professionals is required, be briefed, or participate in, relevant discussions with other interpreters, members of the team involved with the other party, authorized representatives of the interpreting agency and/or the service-providing institution. In these situations the interpreter must maintain professional boundaries and not engage in providing opinions. Anyone receiving information in order to provide interpretation service is ethically bound by the duty of confidentiality.

3. Ethical Principle: Impartiality

Objective: Full communication not impeded by any bias or preference of the interpreter. Avoidance of the perception that the interpreter has a preference or bias towards any party involved in the interpreted encounter. Interpreters strive to maintain impartiality by showing no preference or bias to any party involved in the interpreted encounter.

Fundamentals of Interpretation

Standards

3.a The interpreter remains impartial at all times and informs all parties of the duty to remain impartial.

3.b The interpreter declines to interpret when she or he has a personal or any vested interest in the outcome of the encounter.

3.c The interpreter declines to interpret when his or her personal or other relationship with any party may affect, or be perceived by any party to affect, impartiality.

3.d The interpreter declines to interpret when any situation, factor, or belief exists that represents a real or potential conflict of interest for the interpreter.

3.e The interpreter discloses to all parties in the encounter any personal or other relationship that may affect, or be perceived by any party to affect, the interpreter's impartiality.

3.f The interpreter informs the interpreter service agency/organization when he or she has a personal or other vested interest in the outcome of the assignment or when any situation, factor, or belief exists that represents a real or potential conflict of interest which will impact an interpreter's ability to interpret everything faithfully and impartially.

4. Ethical Principle: Respect for Persons

Objective: Respect of parties to the interpreted encounter. Demonstration of an acknowledgement of the inherent dignity of all parties in the interpreted encounter. Interpreters demonstrate respect towards all parties involved in the interpreted encounter.

Standards

4.a The interpreter demonstrates respect for all parties.

4.b The interpreter promotes direct communication among all parties in the interpreted encounter.

Fundamentals of Interpretation

4.c The interpreter engages in behaviour that promotes autonomy and personal choice of the individuals involved in the interpreted encounter.

5. Ethical Principle: Maintenance of Role Boundaries

Objective: Protection of professional integrity. Reduction of exposure to liability. Maintenance of emotional well-being and physical safety of interpreter. Interpreters strive to perform their professional duties within their prescribed role and refrain from personal involvement.

Standards

5.a The interpreter's role is to enable communication between parties, who speak on their own behalf and make their own decisions.

5.b The interpreter does not advocate on behalf of any party.

5.c The interpreter does not enter into the discussion, give advice or express personal opinions about the matter of the encounter, or show reactions to any of the parties.

5.d The interpreter does not filter communication, mediate, or speak on behalf of any party.

5.e The interpreter avoids unnecessary contact with the parties prior

to and after the encounter. If the interpreter needs to initiate contact to confirm details or convey information related to an encounter, such as during the performance of a message relay, the interpreter will strictly adhere to protocols governing such contact.

5.f The interpreter does not perform services other than interpretation services for any party.

5.g The interpreter utilizes the least obtrusive mode of interpretation.

5.h The interpreter protects her or his own privacy, well-being and safety.

6. Ethical Principle: Accountability

Objective: Responsibility for the quality of the interpreter's work.

Accountability for maintaining role boundaries and standards. Adherence to laws and standards.

Fundamentals of Interpretation

Interpreters are responsible for the quality of interpretation provided and accountable to all parties and the organizations engaging the interpreter's service.

Standards

6.a The interpreter identifies and corrects interpretation errors as soon as possible.

6.b The interpreter declines assignments that require knowledge or skills beyond his or her competence.

6.c The interpreter informs the parties immediately and requests direction in the course of an encounter, if it becomes apparent to the interpreter that expertise beyond her or his competence is required.

6.d The interpreter maintains his or her role, limits and obligations and takes steps to ascertain that all parties understand them.

6.e The interpreter conducts her or himself in compliance with legislative requirements and generally accepted standards of the profession.

6.f The interpreter maintains transparency. When clarification is necessary, the interpreter says to all parties, "I, the interpreter, need clarification on...."

6.g The interpreter brings to the attention of an appropriate person any circumstance or condition that impedes full compliance with any standard of practice, including but not limited to conflict of interest, interpreter fatigue, inability to hear or inadequate knowledge of specialized terminology, and declines to continue any assignment under conditions that make such compliance patently impossible.

7. Ethical Principle: Professionalism

Objective: Maintenance of professional conduct and comportment.

Interpreters at all times act in a professional and ethical manner.

Fundamentals of Interpretation

Standards

7.a The interpreter behaves in a manner consistent with the highest professional standards and the protocols and procedures of the interpreter service agency.

7.b The interpreter performs her or his duties as unobtrusively as possible.

7.c The interpreter completes the assignments she or he has accepted.

7.d The interpreter arrives on time at the appointed location of the encounter.

7.e The interpreter remains at the appointed location until the encounter ends or until dismissed.

7.f The interpreter dresses in appropriate attire for face-to-face encounters i.e. business/ business casual depending on the situation.

7.g The interpreter does not conduct personal or other business while on an interpreting assignment.

7.h The interpreter creates a working environment conducive to performing interpretation over the telephone.

8. Ethical Principle: Continued Competence

Objective: Achievement of the highest level of competence. Demonstration of certifications, accreditations, training and experience. Maintenance and improvement of skills. Interpreters commit themselves to lifelong learning in recognition that languages, individuals, and services evolve and change over time and a competent interpreter strives to maintain the delivery of quality interpretation.

Standards

8.a The interpreter takes available courses and examinations to obtain accreditation and/or certification.

8.b The interpreter maintains and expands skills and knowledge through self-teaching, formal and informal continuing education.

Fundamentals of Interpretation

8.c The interpreter seeks evaluative feedback and practices selfevaluation concerning performance.

8.d The interpreter is prepared to demonstrate her or his certifications, accreditations, training and pertinent experience.

8.e The interpreter maintains membership in appropriate professional associations of interpreters and complies with the code of ethics of such associations.

Tema 6

<https://www.quora.com/What-is-diplomatic-protocol>

Diplomatic protocol is the etiquette in which diplomatic relationships are carried out. The rules of diplomacy so to speak, except the rules may be unwritten. An example of diplomatic protocol is when an ambassador presents his credentials to the host government. Sometimes the credentials are presented to the head of state and other times to a monarch as in the case of the UK. Protocol or what else you can say privileges are nothing but the claims or the rights granted to the diplomats by the sovereign authority of the states. In legal terms, immunities mean exemptions or exemptions from the process of the laws of state in which diplomats are serving or stationed. Immunities increase the states of diplomats and are reciprocating / bilateral in nature. Like some of the protocol a diplomat usually gets are following:

1. Ceremonial Honors

That means in a receiving state diplomats receive the honors as they are invited to state reception. They are considered as special guests. These are followed in diplomatic dinners. The diplomats identify themselves with the national flag and emblem which are also honored in receiving state on the basis of the principle of reciprocity.

2. Personal Immunities:

That means personal inviolability of a diplomat. It means exemption from the personal attack. They are free from killing, attack, tenor, assassination and destruction etc. he shall not be liable to any form of arrest or destruction or detention. This means they can't be arrested by the local police. Their freedom is guaranteed, ensured, protected and assured.

Many countries consequently have enacted municipal laws for the punishment of the officer committed upon diplomats. In the receiving country any person who assaults, wounds, imprisons or in any other manners offer violence to an ambassador in violation of the law of nations, is subject to heavy penalties.

3. Official Residence:

The diplomats, their families and the members of their mission are personally inviolable. His residence, head quarters, and domicile are inviolable. They may not be entered, searched or detained by the local authorities even under due [process of law. It protects the diplomatic premises, both offices and residence from forcible entry or invasion by either the agents of receiving govt. or by private individuals.

4. Correspondence and Communication:

All the incoming and outgoing diplomatic dispatches, letters, materials will usually be enclosed in a box called diplomatic box. Such box enjoys the diplomatic immunity and privileges and can't be searched. They even have a right to freedom of communication the couriers who carry official dispatches also enjoy this immunity.

5. Exemption from Criminal Jurisdiction:

The host state has no right in any circumstances whatever to prosecute and punish a diplomat. He is not under the legal authority of the host state. If he murders an official of his embassy or an outsider, the local police has no power to punish him. Only the govt. of his country can punish him. Thus, he is immune from criminal jurisdiction.

6. Exemption from Civil Jurisdiction:

They are immune from civil jurisdiction. They can't be sued, tried or punished in the ordinary courts of law for their debt, arrears of rent, mistakes or private contracts. Immunity from civil jurisdiction means the right of diplomats for not to be sued for contracts or debt or arrears of rent.

7. Immunity from Taxation:

The diplomats and his staff are exempted from income tax, sales tax, expenditure tax. He is immune from customs, duties and taxes.

8. Jurisdiction from Courts:

No police officer, no official of the court can enter in his premises without diplomats permission that is outside his premises the board is mentioned with the title "No entry or no admission

without permission". He may not be compelled or forced to give evidence in a court or to act as a witness in a law suit.

9. Religious Freedom:

The diplomats, their subordinates and dependents are given religious freedom by the receiving state. They are free to worship in their own way by constructing within boundary of their embassy premises churches, mosques, temples according to their choice.

10. Secrecy:

Diplomats and their mission are entitled to maintain secrecy of their correspondence and telephonic talks. Their correspondence is free from censor. Strict secrecy is to be maintained or adhered.

11. Safe Return to Homeland:

If a war break out b/w the two countries concerned or if the diplomats relations are strained or broken off b/w two countries, then the local govt. ensure or assure the safe return of a diplomat or his mission to his home country with security.

12. Right of Asylum:

It means the right of granting shelter to political offenders in the premises of a diplomatic agents is called the right of asylum. "This right generally seems to be exercised in times of insurgency and political persecuted seek shelter in any friendly diplomats residence.

<https://2009-2017.state.gov/documents/organization/176174.pdf>

One may wish to consult the post's protocol officer for advice in creating a guest list and seating arrangement. The number of guests, their names and positions, the purpose of the party, and the shape and number of tables are but a few of the details that need to be addressed. Guidelines for seating and service follow, but keep in mind that they may be adapted to each event. Both the guest of honor and other guests must know who has the place of honor. In the United States, the place of honor for a man is at the right of the hostess; for a woman, it is at the right of the host. However, in some countries, the place of honor is at the left of the host/hostess. The host and hostess can sit at opposite ends or across from one another at the same table. They may also be seated at separate tables. If so, each chooses a co-host or co-hostess, creating two more seats of honor. Co-hosts and co-hostesses are usually ranking guests or colleagues from the U.S. Mission. After the guest of honor and the host (ess) or co-host (ess) are seated, the arrangement goes by rank, gender, and nationality. As a general rule, couples sit across the table from each other, not side-by-side. Several examples of possible seating arrangements are illustrated below. To seat 8, 12, 16, or 20 people without two men or two women sitting together, the hostess sits to the left of the seat that is properly hers. ("W" represents a female guest; "M" represents a male guest.) This allows the M seat of honor to still be at the hostess's right. However, unless you divide the

“honored couple,” invariably one couple will be seated side by side. Sample Seating Arrangement for Eight Sample Seating Arrangement for Fourteen. The most common arrangement places the host and hostess at the head and foot of the table. ("W" represents a female guest; "M" represents a male guest.) Host M1 W2 M3 W3 W1 M2 Hostess W2 M4 W6 M5 W3 M1 W1 M3 W5 M6 W4 M2 Host Hostess Sample Seating Arrangement for a Men's/Women's Luncheon or Dinner For same-sex events with only a host or hostess, a better balance of rank may be achieved by designating a co-host and having the host and co-host seated opposite of each other at the center of the table. As a general rule, an even number of men and women alternate seats at a table. In American homes, foreign guests take precedence over Americans of comparable rank with the exception of the Ambassador of the United States. The Ambassador is seated as a host or hostess to avoid seating precedence conflicts. This courtesy also applies to the ambassador's spouse. If an unequal number of men and women (or individuals of more than one nationality) are in attendance, alternate both the sexes as well as the nationalities. One possibility is to seat the host (ess) and the guest of honor opposite each other in the middle of the long sides of the dining table and then alternate from there. The husband of a high-ranking female official is seated commensurately; do not demote him. When many high-ranking officials are expected to attend the event, if possible, seat them in a manner such that many hold a seat of honor. An excellent way of doing this is to use round tables. Using round tables is also helpful in minimizing disruptions if place settings must be removed at the last minute. Place a seating chart in the entrance hall so that each guest may find his/her place before entering the dining room. Although rarely practiced today, men might be given a "take-in card" which designates a particular woman to escort to the table. Place cards are used when there are more than eight guests. Place them above the plates with the names and titles visible to the guests seated at either side. For the benefit of the guests across the table, consider printing the names on the back of the cards as well. When there are many tables, a table chart is often used to assist guests in locating their table. One waiter for every six to eight guests is generally sufficient. Guests may be served in sequence around the table or women may be served before men. If guests are served in sequence, the woman on the host's right is served first. The man to her right is served next, and service proceeds counter clockwise so that the host is served last. If women are served first, the woman on the host's right is served at the same time as the woman to his left. Two servers then proceed clockwise around the table to the women and then to the men. If there is only one server per table, the direction of service should be reversed after each course so that the same guests are not always served last. Local customs for serving should be observed. As mentioned above, seek advice at post about the local customs on toasts and drinking in general. Usually, toasts are made with the dessert course. At the end of the meal, the host or hostess makes the first move to leave the table. Guests then follow in order of precedence. Coffee may be served in another room. For suggestions on menus, table settings and decorations, consult an etiquette book or a cookbook designed for entertaining.

Toasts. A verbal greeting, a toast is also given in tribute to someone. Hosts of diplomatic dinners often offer two toasts, one being a welcome toast to everyone in the room. This toast is usually offered after the first course is served to all guests. Another toast to the guest of honor is offered at the beginning or at the end of the dessert course. It is helpful to practice your toast beforehand and to be brief. When giving a toast, rise in place and speak to the entire room. Raise your glass to eye level and look toward the honored person and drink, making eye contact with the honored person. You should then nod and put your glass on the table and sit down. The

person being toasted should never drink to himself/herself. A nod or smile of appreciation can suffice for a response, or the honored person can return the toast by rising afterwards and offering a formal response.

Table Etiquette Tips. The Napkin. The dinner napkin should be taken from the table and placed on your lap when you sit down. Place the dinner napkin (large size) on your lap, by unfolding it halfway with the fold facing your body. Luncheon size napkins are smaller than dinner napkins and are unfolded completely. When the meal is over, the napkin should be casually folded from the center and placed on the left side of the plate; or, if the plate has already been removed, place the napkin in front of you. Leave your napkin on the chair when you leave the table during a meal. Do not place a napkin on the saucer under a cup. **Styles of Eating. American Style**—Hold the knife in the right hand and fork in the left to cut food, then put the knife down and transfer fork to the right to lift food to the mouth tines up. Lift the food to the mouth with the tines down. Cut no more than two pieces of food at a time. **Continental Style**—Keep the knife in the right hand and the fork in the left throughout the meal. Lift food to the mouth with the tines down. Cut one piece of food at a time. **General Tips.** Follow the lead of your host. When coffee is served after a meal that is the cue to leave in about 20 minutes if you are a guest: if you are a co-host, depart only after the last guest has left. Woman enters seat from the right; man holds chair and stands behind. Toasts can be made before or after the meal. Hold glass at eye level. Do not drink if you are the person being toasted. Blot lipstick before having a drink (use a tissue or paper napkin only). Candles should only be used in the evening and must be lit before guests arrive at the table. **Service.** Waiters serve from left and remove from right. Pour drinks from the right and remove from the right. Guest of honor goes first in the buffet line.

Tema 7

<https://www.quora.com/What-is-diplomatic-protocol>

A good diplomat is an individual who knows how to get around people and to promote cooperation between parties or individuals. There are certainly books about the topic of good diplomacy, but few are as praised as Dale Carnegie's *How to Win Friends and Influence People*. It's so clear, concise, and genuine it might just as well have been titled "*The idiot's guide to being a genius diplomat*". Here some of the ideas he lists:

Fundamental techniques in handling people

1. **Don't criticise, condemn or complain.** - There exists no faster way to get on a person's bad side than using those three c's. People respect you more and regard you higher if you instead walk in the shoes of Bob Hoover who, even when a mechanic nearly cost him his life by fueling diesel instead of gas for his plane, forgave the mech and gave him service duty for his private plane the day after because "he was sure the mechanic would never repeat such a mistake again"
2. **Give honest and sincere appreciation.** - By honestly and lavishly giving praise to people around you, you fulfill one of the strongest desires of humans, to feel important.

Doing this makes dealing with people easier and they will regard you more positively. People are quick to criticize, reluctant to praise - be the exception and you will notice the difference

3. **Arouse an eager want in people.** - There is no way to make people do what you want them to do unless they actually want to do it, ever thought about that? It's really simple yet rarely followed. People will not care what you want and why, only what they want and why. If you are to make someone do you a favor give them an incentive. If you are selling a product tell them why they would want, or need the product.

Six ways to make people like you

1. **Become genuinely interested in other people.** - If someone feels you are paying attention to them and that you are interested in them, their life and their opinions, they will want to interact with you (and why would they not, experiencing genuine interest is a terrific feeling). You learn more, people tell you more and people like you more. It would be stupid not to employ this principle
2. **Smile.** - You are never as approachable or as positively contagious(emotionally) as when you smile. Smile towards people as you greet them and do it genuinely and you have little to worry about for people's first impressions.
3. **Remember that a person's name is to that person the most beautiful and important sound in any language.** -Names are important, and we regard our own the most important of all. Being personally addressed and being remembered by first name is something we all enjoy. Theodore Roosevelt was held in high regard by the servants and workers of the White House. They loved him. He called them all by their first name and greeted them with a smile, even remembering small tidbits and specifics about every person. Was him remembering their names the only thing that made them like him? Certainly not but I do not think it did him a disservice.
4. **Be a good listener encourage others to talk about themselves.** -The easiest way to be a good conversationalist is simply not to talk, revolutionary right?(and very simple) Letting other people blabber and listening attentively while asking good questions will keep conversations going almost indefinitely, as long as you get the person talking about themselves, their problems, opinions, or interests.
5. **Talk in term of the other person's interests.** - Theodore Roosevelt was remarkable in ways other than just treating people well, he was very easy to talk to. What surprised many people was how much he knew about their respective field and how much knowledge he had across many disciplines and subjects - he was regarded as a very appreciated conversationalist. His secret? He studied the night before meeting diplomats, guests and hosts for dinners about the subject he knew they had an interest in. Thus, Roosevelt expanded his knowledge and could hold pleasant conversation about a seemingly mutual interest. "so how's the shrimp business Forrest?"
6. **Make the other person feel important, and do it sincerely.** -People want to be appreciated and not diminished. If your secretary is someone you value greatly, do not make that individual feel like a secretary, but like a valued employee, business partner, or friend

That's some of the principles to follow for good diplomacy. Liking people makes people like you. For more inquiries and information (as well as more principles and chapters) I really

recommend getting a copy of the book, and reading the preface - that alone will guarantee you a good career and many opportunities as you go through life.

Tema 8

<https://2009-2017.state.gov/documents/organization/176174.pdf>

Dress. Through tradition and usage, diplomats have come to wear certain kinds of clothes for certain occasions. Your "uniform" will depend on the function, be it casual or formal. This section gives a description of each kind of dress and the occasions for which they are appropriate. Keep in mind that local customs impose many modifications, so be sure to check at post. Sometimes, wearing the country's ethnic or national dress in lieu of traditional dress is appropriate. In various parts of the world, a specific nomenclature for dress has arisen. Contrary to the common meaning within U.S. culture, in the diplomatic community, "informal dress" equates to business dress (see below). In some parts of the world, other terms for informal dress for men include "lounge suit", "national dress," "tenue de ville," "planters," "shirt and tie," "island casual," and "bush shirt." "Planters" refers to a long sleeved white shirt with a tie and dark trousers. "Bush shirt" is a long or short-sleeved shirt with a finished bottom edge worn outside rather than tucked into the slacks, or a long or short sleeved embroidered man's shirt. "Island casual" means a Hawaiian shirt and casual (usually khaki) slacks. Similarly, various terms apply to formal dress for men. "Tuxedo" and "smoking jacket" mean black tie, whereas a "Red Sea Rig" or "Gulf Rig" means a tuxedo minus the jacket. "Dinner jacket" may refer to either a dark-colored or white jacket. If you are unsure of the terminology used, it is always appropriate to clarify before the event. For many posts, the overwhelming choice for day-to-day business is a suit and tie for men and a business suit or conservative dress for women. Men and women of all ranks of staff and spouses are expected to bring this type of clothing. Many posts stress that daily attire closely resembles that seen in Washington, DC. Although suitable dress clothing for men can often be purchased at post, it is often limited and expensive. The selection for women may be larger, but the clothing is often limited and expensive as well. Business attire for women is usually appropriate for official evening functions. Occasionally, business attire will not be appropriate. Below are some dressing guidelines to help clarify the lines between formal and casual wear, day and evening wear. As always, exceptions to the rule exist, so be observant and inquire at post. Formal "Black Tie" or "White Tie" Formal wear may be worn at evening performances of the opera, the theater, balls, and for the most formal of dinners and evening affairs. Black tie is generally not worn in the daytime. White tie requires the additional formality of a cutaway ("tails") and white tie for men and a floorlength ball gown for women. Above all, let the information on the invitation be your guide. If the invitation is unclear, ask when you respond to the invitation.

Male Attire. Black, hip-length coat without tails and with silk or satin lapels (a white dinner coat may be worn in hot weather and the tropics) Low-cut black waistcoat or cummerbund may be worn with a single-breasted coat. • Black trousers • White starched or pleated shirt or a soft evening shirt with studs instead of buttons • Wing, turn-down, or attached collar and black bow tie • Black shoes and socks • Hats and gloves are optional but not worn or carried indoors •

Female Attire Knee-length cocktail dress• Floor-length ball gown• Long skirt with top• High-heeled shoes or dressy flats• Above-elbow gloves are optional with a sleeveless evening gown, and short gloves may• be worn with a long-sleeved gown. If worn, gloves need not be removed for a receiving line or dancing, but are removed prior to eating or drinking. Semi-formal/Informal Semi-formal/informal wear may be worn for cocktail parties, dinners, some dances, the theater, the opera, and evening receptions. Male Attire Dark suit• Tie or bow tie• Dark shoes and socks• Female Attire Short cocktail dress• Gloves are optional• High-heeled shoes or dressy flats• Casual Unlike the United States, most countries do not define casual as jeans and sneakers or sportswear. Shorts and jeans, for men and women, are considered inappropriate attire for social functions in many parts of the world. Instead, you will find that business attire is usually appropriate for an event specified as casual. Breakfast, lunch, daytime meetings, afternoon tea, and some receptions are generally considered casual, but the invitation should specify. Male Attire Business suit (light or dark) or• Sports jacket and pants• Tie or bow tie• Dress shoes or loafers• Female Attire Business suit or daytime dress• Pumps or flats• Head coverings may be considered a requirement at some events. Wide-brim hats may• also provide welcome and necessary protection from the sun; check with the post.

Status. When everyone is treated respectfully, only a few status issues merit special note. As mentioned earlier, stand when an ambassador and his/her spouse enter the room, and allow him/her to enter and exit a room first. When making introductions, introduce someone to the more distinguished or older person. In addition, reserve the far right-hand seat of a couch, as you sit, for the guest of honor. Thank you Rituals often surround thanking someone. Without exception, thank your host before you leave. Tradition determines how you should thank the host the day after the event. What, how and when to send gifts may be different depending on the customs of your post. In most cases, a hand-written note is sufficient, but to be seen as an appreciative guest, look into the customs of your new country.

<https://www.bbc.com/news/blogs-magazine-monitor-31004333>

Gifts

A UK government minister gave the gift of a watch to the mayor of Taipei in good will. But it ended up in breaking local cultural norms because clocks are considered a harbinger of death. What gifts are taboo, asks Chris Stokel-Walker. When transport minister Susan Kramer gave Taipei mayor Ko Wen-je a small watch as a present, she was simply following standard diplomatic protocol. The exchange of gifts is commonplace on such trips abroad, but cultural norms differ from country to country, and Baroness Kramer was caught out. Giving a clock to someone in Chinese culture is a bad omen, suggesting they are running out of time on earth. The mayor laughed off the joke, while Baroness Kramer apologized, saying "we learn something new each day". It appears her office may not have read Debrett's, the etiquette guide, which advises readers to "do some research to avoid making a basic error - the bottle of whisky to the teetotaller, or the chocolates to the dieter". William Hanson, an etiquette expert, says that most diplomatic gifts are agreed between both parties in advance - and regardless, "research should be done". Baroness Kramer's mistake is not rare - navigating the cultural minefield can be difficult for diplomats and business executives. One culture's prized gift can be another's cause for grave offence, as an HSBC World's Local Bank campaign highlighting the perils of unwittingly making the wrong gestures, demonstrated. "A ceremonial sword in [some parts of] Africa is a symbol of power; in Switzerland it would be seen as a sign of aggression," Hanson explains.

Some things are constant, though. Almost all cultural taboos revolve around death, regardless of location. The number four is considered bad luck in China, because it tonally sounds like the word for death, while the number eight is good, because it sounds similar to the word for wealth. In the UK, knives are generally not given as presents because superstition says it could cut through a friendship. Similarly, in Japan presenting a knife to a colleague is seen as suggestive of suicide. A bunch of chrysanthemums are a no-go area for the Spanish, because they are associated with death, much in the same way you wouldn't present a bunch of white lilies to a Briton. Indeed, flowers are a particularly troublesome area. Red roses - a traditional lovers' gift - would appear out of place at a business meeting, while yellow roses commonly suggest infidelity in France, and death in Mexico. And superstition declares that you should always give an odd number of flowers - but not 13. As for a foolproof gift to present to a colleague that's guaranteed not to offend, regardless of where in the world you give it, Hanson has one suggestion. "Books are always safe. When I advise companies, I say a nice coffee table book on London or England does the job well.

<https://www.psow.edu/blog/the-science-behind-the-protocol-gift/>

This approach works equally well for diplomats and business leaders. The choice of a gift that reflects culture, history, geography and hospitality can be so very well received. Often symbolism can emotionally connect and make a real difference. For The Protocol School of Washington's 30th Anniversary Celebration, Pamela Eyring's gift to His Excellency Zaki Anwar Nusseibeh was a beautiful engraved book (shown below). She discovered his love for reading and researched his favorite author to pick a meaningful quote to add to the book. In doing so, Pamela was able to create a profound emotional connection. Look at his smile! In the example shown of the gift for Exxon to their client, we incorporated "cranes in flight" into the design, knowing in Asia, it symbolized joy, partnership and longevity. It was a huge hit! Protocol Gifts are all about the thought and appropriateness. Figuring out how to select a gift that will resonate with the recipient demands Emotional Intelligence. Knowing who the recipient is, their circumstances, interests, culture, and history should all be considered when selecting the gift. One needs to think about the symbolism, the level of artistry and quality appropriate. This is not about the money! A humble and thoughtful gift can communicate that you care enough to figure out what might appeal and be appreciated. This is always flattering. To sum up, Dr Brackett shows us that this stuff matters. The recipient is emotionally influenced by the choice, either positively or negatively. A positive reinforcement will contribute to an atmosphere for creative negotiation and relationship building. It is time to move on from the predictable, ordinary, uninspiring and disposable, and find the special! Again, it is not about the money, it's about caring enough to figure it out, which can be exciting and so fulfilling!

You're ready to give a gift, but you're stuck on what to send. If corporate gift ideas are what you're looking for, we've got you covered. In this guide, we'll take you through our tips on how to find the right corporate gift and share some of our best corporate gift ideas for employees and clients.

How to Find the Perfect Corporate Gift. It's easy to send a corporate gift, but finding the perfect one takes a little more thought and care. Great corporate gifts take into account not only

your requirements, but the needs and wants of your gift recipient too. Here's how to find the ideal gift for your employees or clients.

Set a Budget. Even if you don't have a set figure in mind, you should have a rough idea of your budget per gift for each employee or client. This figure won't always be the same — the amount you spend on an annual birthday gift for an employee will look different to a special corporate gift for a VIP client. Knowing your budget allows you to source the best business gifts that you can reasonably afford. You want to look for something that's high quality but still achievable. Understanding whether you can spend \$75 on a gift means you can consider or eliminate options like personalized gifts or luxury gift — making your selection process easier.

Consider the Recipient's Taste. Gift giving outside of work is all about making the person on the receiving end happy. It's the same for corporate gifting too. Although you may also have another goal in mind, like to sign or retain a client, it's always a good idea to keep the recipient's taste in mind when you choose your corporate gifts. Think about your relationship with the employee, client, or prospect. Consider what you know about them — their hobbies, interests, passions, and what drives them. This will help you pick the perfect corporate gift for them — whether it's a gadget, food gift, or experience voucher.

Stay Relevant to the Occasion. Different occasions call for different corporate gift ideas, so keep this in mind as you make your shortlist. The gift you send to employees to celebrate the holiday season won't be the same as what you send as a new client welcome gift.

Consider why you're sending this gift and what the context is. If you're sending an employee recognition gift to honor their hard work, a digital card with a balance they can spend on personal development or wellness is a great option. For the holidays, you might send out baked goods. It's all about staying relevant and putting some extra thought into your corporate gifting.

Make a Lasting Impression.

With every corporate gift you send, you'll want to make an impact. Sometimes an instant smile and that warm fuzzy feeling is great, but often you want it to create the long-term impression that you're a great company to work for or with. For gifts to existing clients and employees, don't be afraid to include a handwritten note. It can add that personal touch — especially if the recipient is celebrating a milestone or going through a tough time. If you're sending a corporate gift to seek out new business, you can add in a promotional product featuring your corporate logo or include your business card with a note to get in touch. Don't go overboard with this though — you still want your corporate gift to feel like a genuine gift. **Amazing Corporate Gift Ideas for Employees.** Employee gifts are all about making your team feel welcome, supported, and appreciated — like they're part of the family. Here's a collection of thoughtful gift ideas for employees — whether you're celebrating a birthday, supporting them through a tough time, or giving thanks for all their hard work on a project. **1. Reusable Water Bottle.** You can't go wrong with something that promotes wellness, is practical, and looks great too. Reusable water bottles are a great option for employee gifts — especially if you get them made up with an amazing custom design or offer people a choice of color options. **2. Tote Bag.** Tote bags are always practical, and one that's super cute and useful will be a hit with most employees. Look for a design that appeals to the people you work with, and only opt for a corporate design if it's something your team would actually use while out and about. **3. Coffee Mug with personal name**

on it. There's often no better desk accessory than a fun coffee mug. You can get really creative here and pick out a design that suits each employee perfectly or have them made up with each employee's name on them. If mugs aren't your style, stainless steel tumblers are a great option.

4. Wellness Gift Set. It's refreshing to receive a gift that's centered on your wellness, rather than something focused on your work life. Treat your employees to a wellness gift set filled with self care goodies like chocolate, and feel-good tea.

Тема 9

<https://www.rbth.com/lifestyle/327200-stereotypes-definitive-guide-to>

It's time to blow some age-old myths about the country out of the water, so Russia Beyond has done some digging to answer questions like: Are Russian women hard workers; does everyone drink vodka; Do people have bears as pets? In fact, we've rated each stereotype in bears, from less to more truthful. Let's take the trash out! 1. Ivan is the most popular Russian name. First of all, it's not a Russian name. Rather, it's the eastern Slavic version of an ancient Jewish name. From 2010 to 2016, Ivan ranked sixth on the list of the most popular Russian male names. The top names were Alexander, Sergey and Dmitry. As for female names, the most popular is not Natasha, as you might expect. Rather, it's Elena, followed by Olga. Natalya (Natasha) is third. 2. Beer is a non-alcoholic drink in Russia Maybe you'd like it to be, but that's not the case. The popular misconception dates to 2011 when the Russian government classified beer as an alcoholic drink (in the sense that you're not allowed to drink beer in the streets, public transportation, etc.) This doesn't mean that beer wasn't considered an alcoholic beverage! It's always been. According to the current law, every drink with an alcohol content greater than 0.5 percent is classified as alcoholic. This rules out *kvass* and *kefir*, which contain less than 0.5 percent alcohol. 3. Russians call each other "comrade" *Tovarishch* ("comrade") was a word coined by the Bolsheviks to replace the pre-revolutionary ways of addressing people - *gospodin* (Mr.), and *gospozha* (Mrs.). You can also say *tovarishch* to a woman, but it's no longer used in speech. And if you do hear, then it's usually said with a hint of irony. 4. All Russians wear ushanka hats. And a military waist belt with a buckle. And valenki. And lapti. And a traditional Russian shirt. You'd be surprised, but there is no "traditional Russian" clothing. The nation is comprised of many nationalities and cultures, and national costumes vary greatly. *Ushanka* is still good for winter, but it was more popular in Soviet times. When the clothing industry was state-owned, *ushankas* were produced according to the government's plan. Today, most people prefer knitted winter hats - you wouldn't want to wear an *ushanka* when it's above 5 F (-15 Celsius); it would just be too warm. Military belts were very popular in Soviet times, when it was difficult to get a decent belt. Men often used them because they got them as part of their army uniform. *Valenki* make good footwear for a snowy village or a walk in the forest, but they get very dirty in the slush of the winter city. Few urban Russians have them at home, but they usually keep a pair at their dacha. Meanwhile, *lapti* are almost entirely obsolete. 5. All Russians are communists. Communism was a state ideology in Soviet times, and you could get into trouble for opposing it. In the Stalin era, anti-communists were jailed or executed. After 1991, the ideology was discredited, and few people today believe in communist ideas, but

this ideology is still popular with older people. While the Communist Party of the Russian Federation only has about 160,000 members, it has had deputies in every session of the State Duma since 1994. 6. It's very cold in Russia and it snows constantly. Russia has four climatic zones, with temperatures ranging from -83 F (-41 Celsius) in Yakutsk, to 105 F (+41 Celsius) in Astrakhan. So, Russians experience all kinds of weather and temperatures. Yes, in most parts of Russia winter is long and lasts five to six months a year, but big cities tend to be warmer, and thus, urban dwellers encounter more mud than snow in winter. And yes, there is summer in Russia, and it can be suffocatingly hot - even in Siberia! 7. Russians can understand and speak other Slavic languages such as Polish, Czech, Bulgarian, Ukrainian, etc. To a Western ear these "khh- chh- zhh- shh-" Slavic languages might all seem the same because they belong to the same linguistic group. While there are similarities, there are still significant differences in grammar and vocabulary. Many Russians can understand some spoken Ukrainian, but learning Polish, Czech, Bulgarian or Serbian is a big challenge for a Russian. 8. Russia is poor. While Russia as a country is not poor, most Russians are struggling to make ends meet. Still, things are not that bad. In the ranking of countries by GDP, Russia finishes in 12th place, and the country has over 180,000 U.S. dollar millionaires. Russia, however, has the greatest income inequality in the world. According to the Accounts Chamber of Russia, in 2017 over 22 million people (about 15 percent of the total population) were living below the poverty level, with about five million people earning less than \$1,600 a year. 9. Russian grocery stores are almost empty. Russia is big, and economic conditions vary from region to region, but it's been more than 20 years since grocery stores were empty. In Moscow, St. Petersburg and other major urban areas one can find even the most expensive superfoods, steaks and upscale alcoholic beverages. Meanwhile, fresh food and groceries are available at farmer markets in every city. Ask a local.

10. The average Russian has trouble with the law, and close ties to the Russian mafia. The Russian mafia is a regular feature in Hollywood films, but in reality Russians see less and less of it. After the tumultuous 1990s, most gangsters have either been jailed or killed, and one very rarely hears gunshots on the streets. Also, you can't simply join a crime group; ordinary people are distrusted by criminals. On the contrary, almost a million Russians serve in the police, which is the third largest police force in the world (after China and India), and which represents the largest percentage of policemen per capita (623 policemen for each 100,000 citizens). Many Russians, however, do have "trouble with the law" in the form of unpaid debts or traffic violation fees.

11. Russians say *na zdorovie* when toasting. Not at all. In fact, the very mention of these words will irritate any English-speaking Russian who's fed up with this stereotype. It's ridiculous to say *na zdorovie* in a toast. These words are usually a response to when someone says *spasibo* (thank you!). In this sense, *na zdorovie* is more like saying, "you're welcome." For toasting, Russians might say "...za zdorovie" ("to health"), but it's becoming increasingly formal these days. Informal short toasts would be like "*Davay!*" (Let's do it), "*Poekhali!*" (Let's roll), or even the Soviet-era, "*Vzdrognem!*" (literally "Let's shudder," because that's what you do after emptying a good shot of vodka). And don't be surprised if after a toast or two, everybody just starts drinking without toasting. It's completely normal.

12. Bears walk the streets. While it's nothing unusual if a bear or a moose wander into a remote Russian village or town, bears don't walk city streets - they'd quickly be shot with a tranquilizer by police. However, one Russian family keeps bears as pet. 13. Russians have a mysterious soul.

No one in Russia fully understands what the mysterious Russian soul is. The concept was conceived by 19th century Russian writers such as Tolstoy and Dostoevsky, who explored the mystery of Russian ethics and lifestyle in their psychological novels. The idea of the “Russian soul” says that Russians have their unique way of living, alternative to that of the Western world. In Soviet times, this concept had no place in the Communist worldview, but after *perestroika* it was re-introduced amid the quest for national identity. The core idea is that, while influenced by both Eastern and Western values, Russia is always choosing its own “third way.” But no one can really pin down what this means.

14. All Russians are under KGB surveillance. The KGB no longer exists. Today, the FSB (Federal Security Service) has inherited many of the KGB’s functions. Since Soviet times the rumor lingers that if you say trigger words, such as “bomb” or “explode” when speaking on a phone, then the police start recording your conversation. But that’s just a legend. With modern technology - IP address tracking, street and traffic cameras - surveillance has never been easier. But one would have to do something truly threatening to draw the serious attention of the authorities, simply for the fact that surveillance is expensive. A person under surveillance is usually suspected of ties to terrorist activity, which is monitored very thoroughly. Also, many former KGB officers play significant roles in Russian politics.

15. Russians love vacations at the *dacha*. ‘Love’ is a rather strong word. The main reasons to go to *dacha* have long been pragmatic. Starting in the 1950s, *dachas* became a source of food and extra income for many Russians - growing vegetables for oneself, or selling them at local markets. Thus, on weekends the entire family usually spent time at the *dacha*, cultivating the garden, as well as resting. Still, even today, when the habit of working at the *dacha* is less common, most Russians love spending their free time in the countryside. The younger generations, however, usually don’t work in the garden; they had enough of it in their childhood.

16. The roads are in horrible condition. According to the non-profit project, [autostrada.info](#) (link in Russian), the country’s roads are a mixed bag. Only 47 percent of federal roads, 39 percent of connecting roads and 39 percent of regional roads are considered “good” by drivers; 47 percent, 43 percent and 39 percent, respectively, say they are “passable;” and 5 percent, 18 percent and 22 percent are ranked as “bad.” The numbers illustrate that you can’t go anywhere in Russia without having to drive on bad roads, which drivers call “tank testing grounds” because their bumps and holes can be traversed only on a tank.

The bad roads are largely due to incessant construction work throughout the country, with heavy trucks tearing up the roads. Also, the opaque system of road construction still lacks proper supervision. Road flaws remain a major reason for many traffic accidents, but the situation is improving with non-profit projects such as [Ros Yama](#) (link in Russian), which help people file official complaints about bad roads.

17. Russians are extremely superstitious. If you want to test this, try whistling in your Russian friend’s house or give her an even number of flowers. Don’t be offended by the weird looks you might get. Russians are still very superstitious, and they will sit for awhile before a long journey, or look in the mirror if they suddenly have to return home because they forgot something. This is because in pre-revolutionary Russia pagan mystics existed in every village alongside Orthodox priests, and they encouraged these superstitious beliefs.

18. All Russian drivers use a dash cam. As you have certainly seen on YouTube, this is real. In Russia, a dash cam is often your only proof that it was the other driver, and not you, who has caused the traffic accident. Also, it helps to capture weird or funny moments on the road.

19. Russian women: they are beautiful, they always dress up, they are manipulative, and you need a lot of money to date them. You have a

small chance of seeing a Russian woman with no makeup if it's morning and you're her husband. Even though more and more women adapt light European make-up, the traditions are still strong: most girls start painting their faces as early as in elementary school. Dressing up is and always been a thing, too. That's because, as Russian girls say, you never know where you'll meet your destiny, and so you have to be impeccably dressed even when you go to the store. All this makes people think that Russian women are manipulative, but that's only partly true. In courting and relationships, a Russian girl always has a complete image of what her "knight in shining armor" should be like, and she will press her would-be fiancée to comply to her demands. Russian girls believe in love, and if she really likes you, she'll turn a blind eye to some of your drawbacks. Winning a Russian girl is never easy (but a bit easier with our guide), and it has little to do with your bank account. It's better that you prepare your wit, refinement and good manners. In Russian tradition, a boor or a ruffian is never a good partner. 20. Russians are grumpy, evil and cruel. Yes, you can still get yelled at while shopping at a department store in any Russian city, as well as get a cold shoulder from a government office receptionist. At work, your usually friendly colleague might suddenly ignore you altogether in response to your "good morning, how are you?" Well, she's in a bad mood today. Why is that? Why so grumpy? Yes, for a foreigner it might be offensive, but grumpiness is a daily thing for Russians, and they don't think much of it. In stores, bad manners are still a habit from the time when all public services were government-funded. They didn't need to be nice to clients because there was no commercial competition - you had nowhere to go. In ordinary communication, it's still considered insincere to be polite and friendly when you're not feeling well, disappointed or angry. And for Russians, insincerity is a much greater sin than grumpiness. If you're insincere, you can't be trusted. And you'll be surprised how nice this grumpy shop woman can suddenly be if you say a couple warm words to her. Or she may not. Well, she's having a really bad day; don't you see?! 21. Russians smoke a lot. In 2012, Russia was the world's second-ranking country for smoking, but since the ban on smoking in public places (including cafes and bars) went into effect in 2013, the number of smokers has decreased significantly. Before the ban, an estimated 39 percent of adults in Russia smoked regularly. A recent study by the Russian Ministry of Health showed that this figure has dropped to 30 percent. The lawmakers are looking forward to banning smoking in shared apartments, in cars (in the presence of children), and etc. But Russians still smoke a lot, men and women alike, and often get fined by police for smoking near metro entrances, on train stations and at playgrounds. Those who don't smoke regularly, smoke when they drink, but still consider themselves non-smokers! This is a good example of mysterious Russian logic. 22. Russians are great hackers (because they're good at math). Indeed, Russia is home to many great mathematicians, from Lobachevsky (whose discoveries made space travel possible) to Grigori Perelman, the recent Fields Medal laureate. That doesn't mean every Russian can multiply four-digit numbers, but in the upper grades Russian schoolchildren learn very complicated math. Russian students often finish in the top spots in international math and programming competitions. Moreover, most Russian schools include computer science among their core subjects, which is the basis for Russian's computer skills. After the collapse of the Soviet Union (and state-funded math research), many talented mathematicians were out of work, so they turned to the emerging IT sphere. Now, most coders and programmers are teens who've started coding in their childhood, and it's prestigious to be an IT guy in Russia. You don't have to go to a boring office, and instead you just earn money in a manner that seems "easy." But Russians are also quite lax when it comes to spending. 23. Russians aren't good at

saving. Ever seen a Russian spend lavishly on a party? He must be very wealthy. Most likely, however, far from it. First, big spending is a sign of status in Russia, and most people want to appear to have a higher status than they really do. In Tsarist Russia, a merchant wasn't considered wealthy if he couldn't easily lose half his fortune in a card game, or donate a year's income to the Church. Thrift has never been a virtue in Russia (except for Old Believers). In Soviet times, there was yet another reason: the Russian monetary system had seen so many financial 'reforms' that most people believe it's very risky to save money because it could suddenly lose its value drastically in just a couple of days. 24. Corruption is rampant in Russia. According to a study by Transparency International, in 2016 about 34 percent of households in Russia had to pay a bribe to gain access to basic services. This is four times more than the same figure for the European Union (9 percent). A survey conducted by PWC says that almost a third of top managers included in the poll encountered corruption and bribery in their business in 2016; bribery is listed as one of the most acute threats to business development in Russia. In recent years, there's been an increase in corruption-related criminal cases, with some high-ranking officials and even heads of government ministries accused of bribery. Ordinary citizens, while condemning corruption, still resort to bribery in order to meet their basic needs such as healthcare, proper housing, and etc. Corruption is still a major drawback, just like it was throughout Russia's history. 25. Russians drink a lot of vodka. As of 2017, Russia ranked sixth in the world for drinking, with males consuming 15.1 liters and women 7.8 liters of alcohol per year. But it's not so much about the quantity - drinking has been a cultural staple for Russians since the 17th century (you can learn from our review that it hadn't always been so). In Russia, it's still considered strange if one doesn't drink at all. Normally, you just have to have a glass or two on occasions such as weddings, New Year parties, birthday parties and so on. Drinking vodka is not compulsory, but in certain conditions a shot of strong spirits is helpful. In male adolescent rituals, drinking vodka is seen as a certain initiation and "coming of age." In business circles, hard drinking is a sign that you're a person that can be trusted, because your tongue loosens up after a bottle or two (this is a tradition that dates back to the Imperial era, when merchants used to drink heavily in order to smoothly process a good deal). Lately, though, heavy drinking is decreasing because of the growing popularity of a healthy lifestyle. Also, vodka isn't a must anymore - whiskey, tequila and other spirits are more and more popular. 26. Russia is full of babushkas. According to data from the State Committee for Statistics, there are far more women than men among the oldest segment of the population. For people age 65 to 69, there are 1.5 times more women, and for people over 80, there are three times more women than men. Historically, that's still the influence of the demographic disaster caused by World War II. Thus, *babushkas* still prevail. A babushka sits at home, waiting for her grandchildren to arrive, and she'll cook them a thousand meals, treat them to old tales, and always worry whether or not they put their hats on when it's cold. *Babushka*'s social circle are other *babushkas*, with whom they go for walks, share culinary lifehacks and discuss the gossip on just about every neighbor. Meanwhile, this way of life doesn't make women less outgoing or less socially active (check out [our story](#) about *babushkas* who defy all stereotypes). But a *babushka* would never aspire to look younger than she is. "I have seen life, sonny, and I know all about it. By the way, did you put on your hat today? It's cold." 27. Tea is the Russian national drink. A stunning 94 percent of Russians drink tea regularly. On average, a Russian drinks three cups of tea a day, while approximately 10 percent drink over six cups of tea daily. And it's not a new habit. Even in 1903, Anton Chekhov wrote in his story, *The Bride*: "He drank tea slowly, in Moscow style,

seven or so glasses in a row.” A Russian tea ceremony is simple: there is none! Tea is given at any family gathering, business meeting, scientific conference, and etc. Today, Russians increasingly fancy green and herbal teas, but 86 percent still prefer black tea.

28. The traffic jams in Russia are horrible. As of 2016, Moscow holds second place worldwide in terms of traffic jams. The average Moscow driver spends 91 hours a year in jams (Los Angeles is in first place with 104 hours a year). In Europe, Moscow is the undisputed traffic jam leader. Samara, St. Petersburg, Krasnoyarsk, Ufa, Voronezh and other big cities are also full of jams, and the situation is worsening. The reasons are many: from dire roads conditions to the often illogical organization of intersections, and the overall poor skills of drivers. Recently, it’s become harder to obtain a driving license in Russia. The tests are more stringent and it’s almost impossible now to buy a license illegally. But there are still many drivers on the road who are extremely inept behind the wheel, and each is capable of paralyzing an entire street or freeway if something goes wrong. The authorities are trying to improve the situation, but the amount of cars per household is growing in Russia, so the jams are here to stay.

8. МАТЕРИАЛЬНО-ТЕХНИЧЕСКОЕ ОБЕСПЕЧЕНИЕ УЧЕБНОЙ ДИСЦИПЛИНЫ

№ п/п	Наименование оборудованных учебных кабинетов, лабораторий	Перечень оборудования и технических средств обучения
1	Компьютерный класс Аудитория 302	11 компьютеров Системный блок: Процессор Intel(R) Core(TM) i3-2100 CPU @ 3.10GHz 4096 МБ ОЗУ HDD Объем: 320 ГБ Монитор Acer P206HL - 20 дюймов Акустическая система Sven Интерактивная доска Smart Board Проектор Epson EH-TW535W 1. ЭБС НЭБ 2. Электронный каталог АИБС «MARK – SQL» 3. Электронная библиотека МГГЭУ 4. Лингафонный кабинет
2	Лекционная аудитория Аудитория 304	Системный блок: Процессор Intel(R) Core(TM) i3-2100 CPU @ 3.10GHz 4096 МБ ОЗУ

		<p>HDD Объем: 320 ГБ</p> <p>Монитор Acer P206HL - 20 дюймов</p> <p>Акустическая система Sven</p> <p>Интерактивная доска Smart Board</p> <p>Проектор Epson EH-TW535W</p> <p>1. ЭБС НЭБ</p> <p>2. Электронный каталог АИБС «MARK – SQL»</p> <p>3. Электронная библиотека МГГЭУ</p>
3	Аудитория 511	<p>Системный блок:</p> <p>Процессор Intel(R) Core(TM) i3-2100 CPU @ 3.10GHz 4096 МБ ОЗУ HDD Объем: 320 ГБ</p> <p>Монитор Acer P206HL - 20 дюймов</p> <p>Акустическая система Sven</p> <p>Интерактивная доска Smart Board</p> <p>Проектор Epson EH-TW535W</p> <p>1. ЭБС НЭБ</p> <p>2. Электронный каталог АИБС «MARK – SQL»</p> <p>3. Электронная библиотека МГГЭУ</p>
4	Аудитории 309, 310, 311, 410, 411, 412	<p>Проектор переносной Epson EB-5350 (1080p) -1 шт.</p> <p>Экран переносной Digis 180x180 - 1 шт.</p> <p>Ноутбук HP ProBook 640 G3 (Intel Core i5 7200U, 4gb RAM, 250 SSD) -1 шт.</p>