

# INTERNATIONAL STUDENTS' ACTION FOR ADAPTING CROSS-CULTURAL ACTIVITIES

## WELCOME TO POLAND WELCOME TO WSEI UNIVERSITY SAVOIR VIVRE - PRACTICAL TIPS FOR WSEI STUDENTS



# SAVOIR VIVRE - PRACTICAL TIPS FOR WSEI STUDENTS

## GENERAL INFORMATION ABOUT POLAND

You will not be surprised in daily situations in Poland knowing those facts.



- Flowers like chrysanthemums, white lilies, and red carnations are considered the funeral flowers so make sure that you don't buy them for other occasions. Some people take this very seriously.
- Using mobile phone while talking to other people can be considered as rude. The same unofficial rule applies to listening to loud music in public places, e.g. public transport.
- When invited to a Pole's house always take your shoes off. Unless they explicitly tell you that you can leave them on.
- Kissing on the cheek at greeting or farewell is only for close friends and family. When you meet someone the first time, it is better to shake their hand.
- Buying an even (like: 4, 6, 8) number of flowers for funerals is considered a "faux pas".
- If you ask "how are you" you will not receive typical "I'm fine" answer. What you will hear is the real answer, sometimes misunderstood as complaining.

# SAVOIR VIVRE - PRACTICAL TIPS FOR WSEI STUDENTS

## GENERAL INFORMATION ABOUT POLAND

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- ✓ When you are invited to a house party bring a gift. Something to share with others would be the best option.
- ✓ Keeping hands in the pockets while talking with other people is considered as bad behaviour.
- ✓ It is important to dress proper clothes at formal events and important occasions.
- ✓ Remember that left side is for pedestrians - not only on the street! When you walk in the crowd, especially at the staircase or corridors keep the right side and let others to pass on the other side.
- ✓ It is considered impolite to ask a woman her age.
- ✓ Do not litter in the street.
- ✓ In general Poles don't like to be late. It is expected to be punctual in both professional and social situations.
- ✓ It would be very nice to know some basic words in Polish - like hello or thank you.



# SAVOIR VIVRE - PRACTICAL TIPS FOR WSEI STUDENTS

## GENERAL INFORMATION ABOUT POLAND

Poles are very mindful of a certain door etiquette, which is seen as politeness or common courtesy rather than chivalry. You will not be surprised in daily situations in Poland knowing those facts.



- ★ If you are with the group of people in public place e.g. corridor, office, bus station, university classes or library make sure that there is enough space around you for other people to enter the room or walk by.
- ★ Remember that playing loud music while talking with other people is not polite.
- ★ Take into account that it's considered as good manner to give up your seat to any elderly, pregnant, disabled people in public spaces.
- ★ Holding doors open for others is treated as a natural act of kindness. While it is true that Polish men always let women pass through a doorway first, it is also common to let a person of the same gender or an elderly walk in front of you.
- ★ A handshake is the safest and most universal form of greeting, especially if you are meeting someone for the first time.
- ★ If you have read on the Internet that the traditional hand-kissing gesture is a common custom in Poland, you had better not try to impress a Polish lady by placing a kiss on her hand. It is seen as rather old-fashioned by younger generations and not considered as good manner.



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## GENERAL INFORMATION ABOUT POLAND

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- The most basic form of greeting is a handshake. Among friends Poles go for one kiss on the cheek, usually the right one, it is mostly among women or women-men. Men though tend to stick to the handshakes between themselves. Three kisses are for family only.
- Poles are respectful about the age. Saying "hi" to professors, clerks in public spaces is not considered as appropriate. "Hi" and "hallo" should be used among peers and "good morning" in all other social situations.
- "Stay in line" - you will find yourself in many situations in public places where staying in a queue would be expected. If you are in a group of friends or peers at the university do not make a crowd, be mindful of everyone around you.
- Remember that Polish people are not used to use middle name. When you introduce yourself - start with your first name to avoid misunderstanding.



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## GENERAL INFORMATION ABOUT POLAND

Poles are very mindful of a certain door etiquette, which is seen as politeness or common courtesy rather than chivalry. You will not be surprised in daily situations in Poland knowing those facts.

Don't block the aisles on planes, trains or other types of transportation.

Remember that you are newcomer. You should respect everything about the area – including the locals their customs and traditions even if you do not agree with it.



Remember that laws and rules are put in place for reasons regardless of what you think. Showing respect is the sign of your good manners.

No matter where are you remember to respect other people's personal space.

# SAVOIR VIVRE - PRACTICAL TIPS FOR WSEI STUDENTS

## GENERAL INFORMATION ABOUT POLAND

You will not be surprised in daily situations in Poland knowing those facts.



In some countries, crossing the street at any point or going through a red light when there is no traffic is perfectly acceptable. Jay-walking in Poland is forbidden. Moreover crossing streets at places other than a pedestrian crossing is considered very unsafe.



Apart from designated smoking areas in restaurants, smoking in public places – such as bus stops – is forbidden.



It is not permitted to consume alcohol outside designated premises such as bars, restaurants and beer gardens and you can be fined for drinking in public places.



Polish people are careful about "silence at night" to not disturb other neighbours life. The rule applies between 10 p.m. and 6 a.m. If you plan the party it would be good idea to inform your neighbours about it.

It is illegal to swear in public places. Be careful as you can be fined.

# SAVOIR VIVRE - PRACTICAL TIPS FOR WSEI STUDENTS

## CLOTHING ETIQUETTE

There is a saying in Poland: "how they see you, that's how they perceive you". Clothing etiquette plays an important role in our daily lives and affects us in ways we may not be aware of. Not only does wearing proper work attire give off a good impression to others but it also makes you think and work more openly and efficiently.

Wearing a hat indoors is considered rude in Poland. If you wear a hat inside someone's home or church it's a sign of disrespect. While young people generally don't mind, the older generation might feel uncomfortable.

Staying in winter clothes indoors. When you arrive at someone's home or building, please remove your outdoor gear, including hats, coats and jackets, if the weather outside requires them.

In public places there are cloakrooms where you can leave your coats.



In professional and social situations remember to make sure that your clothes are clean and ironed.

Lighter colours are worn to weddings and rarely black (unless specified) although it seems to be in trend.

When invited to a Pole's house always take your shoes off. Unless they explicitly tell you that you can leave them on.

Black is the standard colour to a funeral, as opposed to a bright yellow or pink.

# SAVOIR VIVRE - PRACTICAL TIPS FOR WSEI STUDENTS

## PHONE ETIQUETTE

Have you ever wondered why telephone etiquette is important? In these days of social media and instant messaging, it's easy to overlook the importance of a phone call. Knowing some basic rules will help you to get good first impression or be more confident while calling other people.

Never use slang words or swear to maintain a professional image.

If you are having important call - make notes to remember the most important information.

Introduce yourself at the beginning of the conversation.

Do not be distracted. Always give the caller your full attention.

Always speak calmly and clearly, it will help to avoid confusion and misunderstandings. Always talk with a smile on your face as this will come across in the conversation.

While calling or answering calls, you should never eat, drink or chew gum. Not only is it very rude, but the sounds can be magnified on the phone.

Never forget to return calls that you have committed to make.

Listen carefully and do not interrupt. If you need to clarify something, wait patiently and ask question.



# SAVOIR VIVRE - PRACTICAL TIPS FOR WSEI STUDENTS

## UNIVERSITY - DURING CLASSES

The polite behavior in society or in a particular group or situation is very important, especially in new places. Here are some tips about the academic etiquette - during classes.

Do not talk to other students unless otherwise directed to). Make notes and listen to the lecturer.

Do not eat or drink (unless the lecturer will allow it.

Do not collect your belongings until the lecturer has finished the lecture.

Stay engaged in the class by taking notes, active listening, and participating in discussions.



Raise your hand if you have something to say.

Remember that your mobile should be muted during the classes.

If you need to come or leave early, tell the lecturer ahead of time. Be quiet and don't cause any distraction when entering/leaving.

Be dependable and punctual.

# SAVOIR VIVRE - PRACTICAL TIPS FOR WSEI STUDENTS

## AT THE UNIVERSITY

The polite behavior in society or in a particular group or situation is very important, especially in new places. Here are some tips about the academic etiquette.



Saying "good morning" or "hello" to lecturers and university staff is considered as good behaviour.



Try to keep your emotions under control and do not raise your voice while talking with lecturers or even your peers.



Avoid vulgarisms. Being nice and polite to others pays off.



Remember that drinking alcohol, smoking and using drugs at university is forbidden. It can cost you a lot of troubles!



Unless the professor tells you otherwise, refer to them as professor or doctor and their last name.



If there are classes in the room next door do not be loud, respect others.



Attend lectures. The quickest way to academic disaster is to do the opposite. Each lecturer has their own attendance policy and all lecturers know who attends their lectures regularly and who does not.

# SAVOIR VIVRE - PRACTICAL TIPS FOR WSEI STUDENTS

## THE EXAM

The period of exams is for sure very stressful for you! Despite of all difficulties and no matter if this is oral exam or written test there are some rules to follow and social etiquette to remember about.

Do not be late! Come earlier in case there will be any unexpected change in the schedule.

— — —

Make sure that you know the room number to enter.

— — —

Remember about the neat outfit.

— — —

Do not cheat and do not interrupt your colleagues.

— — —

Try to be quiet and respectful for other people in the classroom.

Stay calm and focus on the examination.

— — —

Raise the hand in case help is needed.

— — —

Keep all electronic devices switched off or muted.

— — —

Leave hat, jacket, umbrella at the cloakroom.





# SAVOIR VIVRE - PRACTICAL TIPS FOR WSEI STUDENTS

## E-MAIL ETIQUETTE

**You have to be prepared for different type of the communication as student. One of the communication tool is e-mail. Writting to university unit or your lecturer is not the same as to your colleague. Make sure that you know how to writte official e-mail.**

Make sure that your e-mail address is "official", use university e-email or your personal e-mail box. Your personal account should include name and surname. E-mails with nick names of any other funny names should not be used!

- ✓ Make sure to add proper title of the message.
- ✓ Remember that official message should include:
  - a) a formal greeting,
  - b) an introduction - explanation of the message,
  - c) details related to the topic,
  - d) a brief summary or reiteration of the main point.
  - e) a formal cloasure;
- ✓ Email etiquette is how we maintain a respectful, appropriate and professional tone in the context of an email.
- ✓ Remember to use correct spelling and grammar, addressing the reader with correct titles, and identifying oneself and one's needs clearly
- ✓ Remember to add your contact details.
- ✓ Do not write text of your message in the "title" box.



# SAVOIR VIVRE - PRACTICAL TIPS FOR WSEI STUDENTS

## GOOD MANNERS - ENTERING THE ROOM

Knowing the rules or common practices in public places, including the university for sure will help you in a daily situations

If you don't know whether enter the room or not - knock the door.

When you enter a room you should be the first person to greet everyone there regardless of your status.

If the officer/university staff talks by phone, step back and wait till the conversation will finish.

Do not enter the room with food or drinks.



Do not answer the calls while talking with the public officer or university staff.

Remember if somebody is trying to leave the room, you should let him/her out and then enter the room.

Introduce yourself and say what is the purpose of the visit.

Chewing gum while talking is also inappropriate.

Entering the room in a hat, glasses or hood is considered as rude.

# SAVOIR VIVRE - PRACTICAL TIPS FOR WSEI STUDENTS

## THE IMPORTANCE OF PUNCTUALITY AND GOOD MANNERS

**Punctuality is a habit of attending a task on time. In a wider sense, it's a habit of doing things at the right time. Punctuality is the key to get success in life.**

Lateness is a sign of bad manners and carelessness in Poland. People are expected to be punctual in both professional and social situations. However, tardiness is still fairly common.



Remember that a punctual and disciplined student always gets respect and social acceptance in the university and society.



Remember to be patient and flexible as events and schedules sometimes can be delayed or changed quite rapidly around unforeseen circumstances.



In case you are late for the appointment, make a call and explain the situation.



Punctuality as well as good manners are two the most important aspects of professionalism.



Being on time is important in academic activities as well as internships or job interviews.



Being on time shows your seriousness and sincerity towards a task.



If you are late for the appointment more than 15 minutes (e.g. hour or more) do not expect that university staff, clerks at the public offices or employer will treat you seriously and have time for you.

# SAVOIR VIVRE - PRACTICAL TIPS FOR WSEI STUDENTS

## GOOD MANNERS - ONLINE CLASSES

As a first year student you have to be prepared that your university can plan online classes as well as regular ones. If you have never attended an online meeting, check the tips below.



- ! Ask your Dean's office what kind of online tools the university uses. Make sure you know basic features of the platforms like: ClickMeeting, Zoom, Teams or Google Meet.
  - ! Mute yourself if you have unavoidable background noise.
  - ! Do not share your university login or password with other people.
  - ! Be on time! This is equally important as during the regular classes or meetings.
  - ! Log in/enter the meeting with your name and surname.
  - ! Make sure your camera and microphone works, switch them on if asked.
  - ! Be prepared! You have to have basic equipment at home such as headphones, speaker or microphone. Test all your devices before the classes.
  - ! Remember to wear regular classroom or business appropriate attire.
- ! Be active!

# SAVOIR VIVRE - PRACTICAL TIPS FOR WSEI STUDENTS

## GOOD MANNERS AT THE LIBRARY

There are some places at the university where certain behaviour is expected such as library.

Do not eat or drink at the library unless rules allow to do it.

If you need to listen to the music while studying use the headphones.

Use bookmarks.

Wash your hands before touching a book.

Mute your mobile, do not disturb others.

Be quiet, do not talk out loud.

Returns book on time.

Keep the small talk to a minimum.



# SAVOIR VIVRE - PRACTICAL TIPS FOR WSEI STUDENTS

## PUBLIC EVENTS - UNIVERSITY EVENTS

As a student, citizen of the city you will attend a lot of different public events. There are certain common rules to remember about.

Be on time. Coming late is a sign of disrespect towards organisers and the audience.

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If there are people in the conference room, let them leave the room before you will enter. Do not block the entrance, if you let them out - there will be more space for you.

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Don't allow your behavior to disturb others.

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Noise. You should have your devices muted and do not talk to your peers during the presentations.



Cloackroom. Leave your outerwear. It is not polite to enter the room in coat, hat, hood! or even sunglasses.

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Respect the agenda. Do not leave the room during the event. This is not polite and shows disrespect.

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Clothes. Make sure what is appropriate. E.g. casual clothes are not the right choice for the inauguration or graduation. Exposing too much skin/body is not appropriate in any public event.

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Follow the established rules of the venue. If food and drink are not allowed, don't sneak it in.

# SAVOIR VIVRE - PRACTICAL TIPS FOR WSEI STUDENTS

## GOOD MANNERS - IN THE OFFICE

Remember that entering any public office you enter officer's workplace. There are some rules to considered. You are the guest there, so take into account how you should behave.

■ Do not enter the room in a group.

■ Do not take personal calls while talking with the officer. Leave the office and then take private calls.

■ Do not stay in front of officer's computer or any other spaces dedicated to staff only. Remember that officers have to protect personal data.

■ Do not touch or take any items from the officers' desks.



■ It is not allowed to seat at officer's desk. Ask where you can seat if this is allowed.

■ Do not enter the room in a hat/hood or sunglasses.

■ Be prepared, check all available information on the website to make sure that you know your expectations from the visit.

■ Do not interrupt conversations while entering the office. Wait till it ends.

# SAVOIR VIVRE - PRACTICAL TIPS FOR WSEI STUDENTS

## GOOD MANNERS - IN THE OFFICE

Remember that entering any public office you enter officer's workplace. There are some rules to considered. You are the guest there, so take into account how you should behave.

- Respect the working hours and do not come "5 min" before closing.
- Respect the rules. If you do not agree with the opinion or procedure try to understand the process before arguing.
- Respect the final agreements and your obligations and deadlines. Being late with delivery of the documents, statements agreements will cause you additional stress and troubles.
- Close the door while leaving the room.



- Do not play loud music during the conversation. It is very inpolite.
- Do not lie. Nobody will help you if you share misleading information.
- Remember to be calm and don't let your personal feelings influence the visit. Even if you look for help and assistance, be professional.
- Remember about the social distance.



# SAVOIR VIVRE - PRACTICAL TIPS FOR WSEI STUDENTS

## SOCIAL DISTANCE

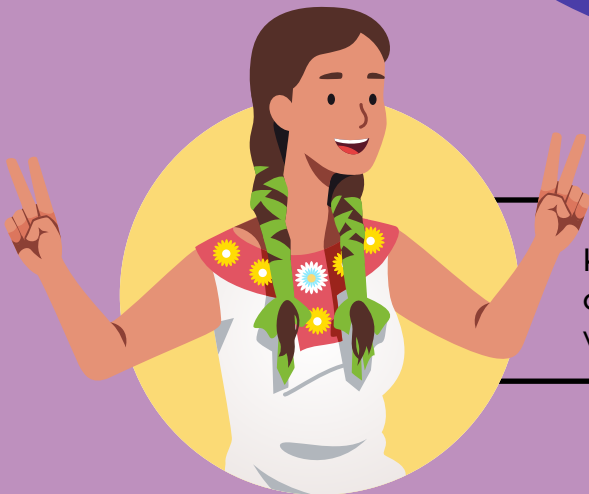
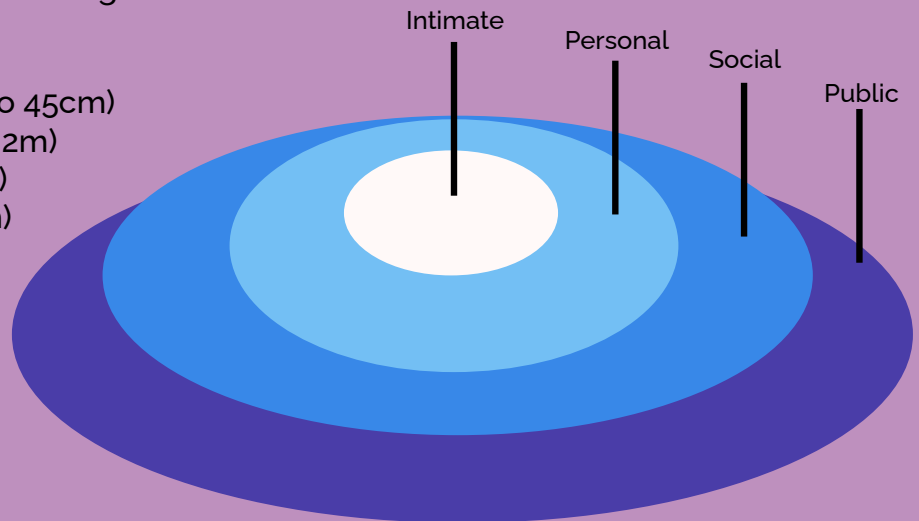
Have you ever heard about social distancing? It refers to the level of acceptance people have of others outside of their own social group or class. Knowing this theory will help you to deal efficiently with social situation.

In today's multicultural society, it is important to consider the range of non-verbal codes as expressed in different ethnic groups.

When someone violates an 'appropriate' distance, people may feel uncomfortable or defensive. Their actions may well be open to misinterpretation.

Remember that there are 4 main categories of personal space:

- Intimate Distance (touching to 45cm)
- Personal Distance (45cm to 1.2m)
- Social Distance (1.2m to 3.6m)
- Public Distance (3.7m to 4.5m)



Knowing this rules allow you to approach others in non-threatening and appropriate ways.

# SAVOIR VIVRE - PRACTICAL TIPS FOR WSEI STUDENTS

## YOUR NEW ROLE AS STUDENT

Knowing the rules and basic good manners will help you to deal with daily situations. Make sure that you are prepared to moving to another country and that you know your future obligations as student.

Read student's announcements, newsletters and other messages for students.



Remember that admitting a mistake it is also a sign of good manners and respect for others work!



Do not lie. Being honest is always good solution.



Remember that your task is to respect university rules.



Do not argue, blackmail or try to force changing the decisions by crying.



Respect "NO". Do not expect others to break the rules for you.



If you failed with delivery of documents or deadlines - say sorry! Explain the situation and if possible ask for advice.



Make sure that you understand your obligations as student.

# INTERNATIONAL STUDENTS' ACTION FOR ADAPTING CROSS-CULTURAL ACTIVITIES (ISAAC)

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