



Lifelong Learning Programme

Programma di apprendimento permanente



*The European  
Union is made  
of its citizens  
and for its  
citizens!*



# Do's in Italy

Do say “PLEASED TO MEET YOU” (molto lieto/a) and shake hands when being introduced in a formal situation.

In departures shake hands individually with everyone in a group.

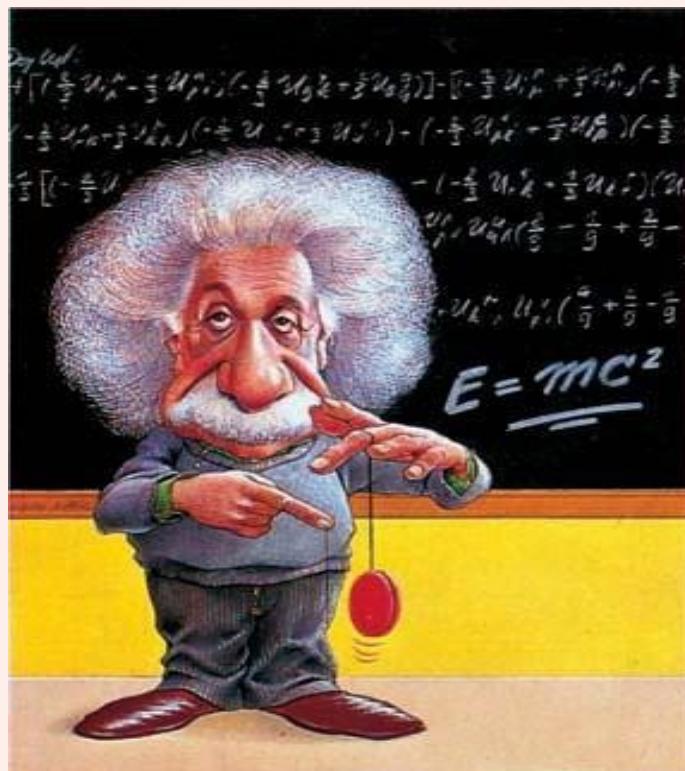


# Do's in Italy

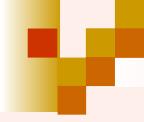
In a more informal situation say “GOOD DAY” (**buon giorno**) and shake hands. “HELLO” (ciao) among close friends and young people. People may also embrace if they know each other.



# Do's in Italy



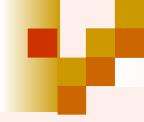
Do use titles when addressing or writing to people, particularly when the holder is elderly. **Dottore** is usually used when addressing anyone with a university degree (**donnaressa** if it's a woman) and employees may refer to their boss as director (**direttore** or **presidente**).



# Do's in Italy



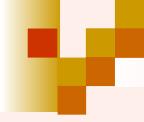
Professionals should be addressed by their titles such as professor (**professore**), doctor (**dottore**), engineer (**ingegnere**), lawyer (**avvocato**), and architect (**architetto**). If you don't know someone's titles, you can use **signore** (for a man) and **signora** (for a woman).



# Do's in Italy

Do keep eye contact when talking to people. This is the way Italians show their interest.





# Do's in Italy



Do dress well and appropriately as presentation and impression are all-important. The way you dress can indicate your social status, your family's background, and your education level but also your interest in the people you're meeting. **"Bella figura"** refers not only to the way you look, but also the way you act.



# Do's in Italy



Do be prepared to wait 15 to 20 minutes before your Italian counterpart appears.

Punctuality is not a priority for many Italians, especially in the South of Italy.



# Don'ts in Italy



Do not use the familiar form (**tu**) or call someone by their Christian name until you're invited to do so. When talking to a stranger you should use the formal form of address (**lei**). Generally the older or (in the business context) senior person invites the other to use the familiar **tu** form of address and first name.



# Don'ts in Italy



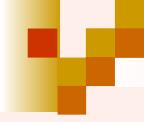
Do not phone between 2 and 4pm, when many people have a nap (**pisolino**).

If you must call between these times, it's polite to apologize for disturbing the household.

# Don'ts in Italy

Do not refuse an invitation in a restaurant because Italian hospitality plays an important role in business life. If you are invited to someone's home Do not give an even number of flowers and Don't give chrysanthemums since they are used for funerals. Don't give brooches, handkerchiefs, or knives since they connote sadness. Bring gift-wrapped chocolates, pastries

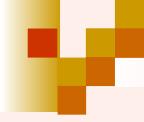




# Don'ts in Italy



Do not be offended or surprised if someone uses facial and hand gestures while talking to you. Italians are extremely expressive communicators, they use body language and hand gestures to punctuate an expression and give it a shading that the word or phrase itself lacks.



# Don'ts in Italy



Do not be surprised if someone interrupts you while speaking or if several people speak at once raising their voices to be heard over the other speakers.



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