

FOREIGN STUDENTS' ETTIQUETTE

SAVOIR VIVRE - HOW TO SURVIVE IN POLAND



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PUBLIC PLACES

REMEMBER

In general, **Poles don't like to be late**. It is expected to be punctual in both professional and social situations.

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

When you are invited to a house party bring a gift. Something to share with others would be the best option.

It is important to **dress properly** at formal events and important occasions.

- **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.
- Buying an even (like: 4, 6, 8) number of flowers for funerals is considered a "faux pas".
- **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.
- It is considered **impolite to ask a woman her age**.
- **Keeping hands in the pockets** while talking with other people is considered as bad behaviour.

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.



PUBLIC PLACES

“STAY IN LINE”

“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 **playing loud music** while talking with other people is not polite.
- Remember that **Polish people are not used to use middle name**. When you introduce yourself - start with your first name to avoid misunderstanding.
- Remember that you are a newcomer. You should **respect everything about the area** – including the locals, their customs and traditions even if you do not agree with it.
- Polish people are careful about “**silence at night**” to not disturb other neighbour’s life. The rule applies between 10 p.m. and 6 a.m. If you plan the party it would be a good idea to inform your neighbours about 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.**
- **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.

It would be very nice to know some basic words in Polish - like HELLO or THANK YOU.

PUBLIC PLACES

- 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 left side and let others to pass on the other side.

In some countries, crossing the street at any point or going through a red light when there is no traffic is perfectly acceptable.

JAYWALKING IN POLAND IS FORBIDDEN.

Moreover crossing streets at places other than a pedestrian crossing is considered very unsafe.

- Do not litter in the street.**
- 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.
- Take into account that it's considered as good manner to **give up your seat to any elderly, pregnant, disabled people in public spaces.**
- 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.
- No matter where you are remember to **respect other people's personal space.**
- 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.
- Apart from designated smoking areas in restaurants, **smoking in public places** – such as bus stops – **is forbidden.**
- It is illegal to swear in public places.** Be careful as you can be fined.



MEETING PEOPLE

HANDSHAKE

A handshake is the safest and most universal form of greeting, especially if you are meeting someone for the first time.

BASIC GREETING FORM

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 men tend to stick to the handshakes between themselves. Three kisses are for family only.

HAND-KISSING GESTURE

If you have read in 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.

KISSING ON THE CHEEK

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.

SAYING "HI"

Poles are respectful about the age. Saying "hi" to professors, clerks in public spaces is not considered as appropriate. "Hi" and "hello" should be used among peers and "good morning" in all other social situations.



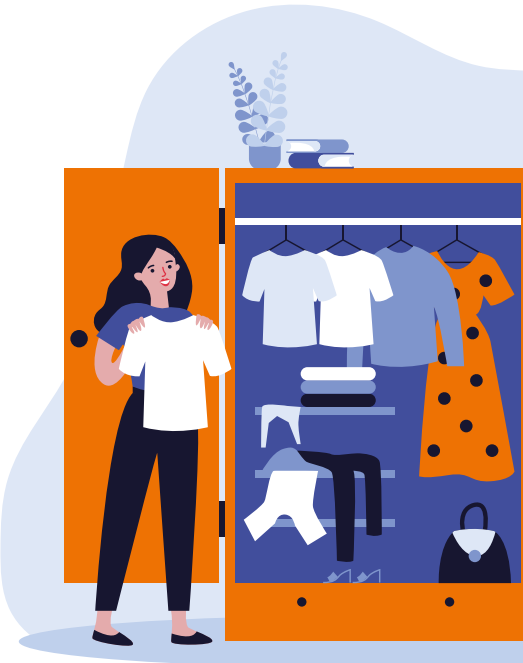
WEARING PROPER CLOTHES

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

TELEPHONES

Take into account that TALKING BY TELEPHONE IS THE SAME IMPORTANT AS FACE TO FACE MEETING in terms of being polite and respectful to other people.



- **Introduce yourself** at the beginning of the conversation.
- 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.
- **Listen carefully** and do **not interrupt**. If you need to clarify something, wait patiently and ask question.
- **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.
- While calling or answering calls, you should **never eat, drink or chew gum while on a call**. 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.
- **Do not be distracted**. Always give the caller your full attention.

HOW TO BEHAVE DURING CLASSES?

- **The polite behavior** in society or in a particular group or situation **is very important**, especially in new places.
- Be **dependable** and **punctual**.
- **Do not eat or drink** (unless the lecturer will allow it).
- **Do not talk to other students** unless otherwise directed). Make notes and listen to the lecturer.
- **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.
- **Do not collect your belongings until** the lecturer has finished the lecture.

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



Raise your hand if you have something to say.



Remember that your mobile should be muted during classes.



HOW TO BEHAVE AT THE UNIVERSITY?

The polite behavior in the 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, smoking and using drugs at the 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**.
- **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.
- Remember about the **neat outfit**.
- **Keep the university spaces clean**. Do not leave your rubbish in the class, corridor - use a bin.
- If there are classes in the room next door do not be loud, **respect others**.
- **Do not be late!** Come earlier in case there will be any unexpected changes in the schedule.
- Make sure that you **know the room number to enter**.
- **Do not cheat and do not interrupt** your colleagues.
- **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**.
- Try to be **quiet and respectful** for other people in the classroom.

DO YOU KNOW HOW TO WRITE AN E-MAIL PROPERLY?

- **Make sure that your e-mail address is “official”**, use university e-mail or your personal e-mail box. Your personal account should include name and surname. E-mails with nick names or any other funny names should not be used!
- Make sure to add **proper title** of the message.
- **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**.

REMEMBER THAT OFFICIAL MESSAGE SHOULD INCLUDE:

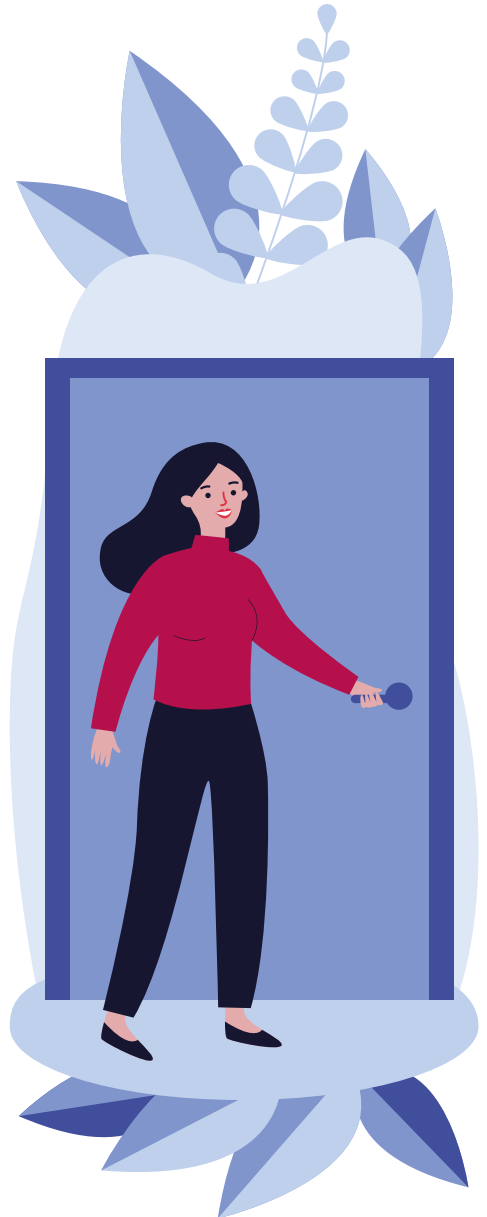
- **a formal greeting**
- **an introduction - explanation of the message**
- **details related to the topic**
- **a brief summary or reiteration of the main point**
- **a formal closure**



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 the university staff.
- **Chewing gum** while talking is **also inappropriate**.
- **Introduce yourself** and say **what is the purpose of the visit**.
- Remember if **somebody is trying** to leave the room, **you should let him/her** out and then enter the room.
- **Entering the room in a hat, sunglasses or hood** is considered as rude.



TIME MANAGEMENT

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.
- Being on time **shows your seriousness** and **sincerity** towards a task.
- In case you are late for the appointment, **make a call and explain** the situation.
- A 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**.
- Remember to be **patient and flexible** as events and schedules sometimes can be delayed or changed quite rapidly around unforeseen circumstances.
- 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.

REMEMBER

A punctual and disciplined student always gets respect and social acceptance in the university and the society.



DURING 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.
- **Be prepared!** You have to have basic equipment at home such as headphones, speaker or microphone. Test all your devices before the classes.
- **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.
- **Mute yourself** if you have unavoidable background noise.
- **Do not share** your university **login or password** with other people.
- Remember to **wear regular classroom or business appropriate attire**.
- **Be active!**

GOOD MANNERS AT THE LIBRARY

Be quiet, do not talk loud.

Wash your hands before touching a book.

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

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

Mute your mobile, do not disturb others.

Keep the small talk to a minimum.

Use a bookmarks.

Returns book on time.



EVENTS AT THE UNIVERSITY

BE ON TIME

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

ENTRANCE

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.



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.

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 a coat, hat, hood or even sunglasses!

RESPECT THE AGENDA

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

BEHAVIOUR

Don't allow your behaviour to disturb others.

FOLLOW THE RULES

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

MEETING THE UNIVERSITY ADMINISTRATION

- It is **not allowed to seat** at officer's desk. Ask where you can seat if this is allowed.
- Respect the working hours and **do not come "5 min" before closing**.
- **Do not enter** the room **in a group**.
- **Do not touch or take any items** from the officers' desks.
- **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 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 take personal calls** while talking with the officer. Leave the office and then take private calls.
- **Do not interrupt conversations** while entering the office. Wait till it ends.
- Remember about the **social distance**.
- Remember to **be calm** and don't let your personal feelings influence the visit. Even if you look for help and assistance, be professional.
- **Respect the rules**. If you do not agree with the opinion or procedure try to understand the process before arguing.
- **Do not play loud music** during the conversation. It is very unpolite.
- **Do not lie**. Nobody will help you if you share misleading information.
- **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.



THE IMPORTANCE OF THE SOCIAL DISTANCE

- **Social distance** 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.



YOUR NEW ROLE AS A 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 a student.



- **Read student's announcements, newsletters** and other messages for students.
- Make sure that you **understand your obligations as a student**.
- **Do not lie.** Being honest is always a 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.
- Remember that **admitting a mistake it is also a sign of good manners** and respect for others work!

WELCOME TO WSEI UNIVERSITY

WSEI University is the largest non-public university in Eastern Poland:

- it is known for its practical preparation for the professions and extensive cooperation with various businesses,
- it enjoys considerable prestige,
- it is a leader in terms of preparing graduates for their chosen careers,
- has received the highest awards in the field of education for the needs of the labour market.

USEFUL LINKS FOR WSEI STUDENTS

Following these links will ease the experience that our students have while studying:



E-library



Virtual Dean's office



E-learning platform



Admission process



Virtual tour of WSEI University



International cooperation

WWW.WSEI.LUBLIN.PL

MAIN OFFICES FOR FOREIGNERS

Key contacts:

WSEI Welcomecenter
room 02, ground floor
+48 81 749 32 52
studyenglish@eiu.edu.pl

Admissions in Lublin
room 01, ground floor
+48 81 749 32 39
englishoffice@wsei.lublin.pl

Admissions in Warsaw
1st floor
+48 502 616 408
rekrutacja.warszawa@wsei.lublin.pl

The Cash Desk
room 110, 1st floor
+ 48 81 749 32 08

Academic Center of Psychoprophylaxis and Therapy
room 06, ground floor
+48 81 749 32 20
centrum.psychologiczne@wsei.lublin.pl

Student house
Unicka 3 street, Lublin
+48 508 245 780
biuro.unicka@wsei.lublin.pl

Erasmus+ program
room 103, 1st floor
+48 81 749 32 27
erasmus@wsei.lublin.pl

IT Support
room 109, 1st floor
+48 81 749 32 53
it@wsei.lublin.pl

WSEI UNIVERSITY

WSEI University is located in Lublin at **Projektowa 4 street**.

The **Warsaw** branch of WSEI University is situated in the capital of Poland at **Twarda 14/16 street**, close to the city centre.