

edge of distance appears to be forgotten when we sit at a drawing board to design such a space! Believe me, I collect badly designed reception areas, and this is not a particularly challenging hobby!

In the next scenario, you have arrived at this office with a colleague and you are due to meet two hosts to whom you hope to sell some products. You have inevitably travelled some distance for a late morning appointment. On arrival your hosts will show you to a meeting room in which there will be a large rectangular meeting table. Your hosts will already have signalled where they will sit by arranging some papers on the table in front of them, and so they beckon you and your colleague to sit opposite. After some brief opening courtesies, you make a formal presentation about your products. They ask questions and you sense there is a real prospect of business. It is now very late in the morning, and your hosts ask if you have plans for lunch or need to get away. You and your colleague exchange looks, which without needing words tell you that indeed it would be a good idea to stay for lunch whatever other plans you might have. Your hosts then ask what you would like to eat, but before you have really had time to answer they tell of a restaurant a short drive away and also of a pub just around the corner which, they say enthusiastically, does quite nice lunchtime snacks. Again the looks are exchanged and you both agree that the pub would be fine, as you are not great lunch eaters. You all take the short walk to the pub and find a rather small round table set in a bay of fixed seating around which you sit (Fig. 5.9). The conversation turns to



5.9 Here the lunchtime break in the business meeting moves the participants to a different behavioural setting and allows them to engage in more social conversation and to develop more personal relationships. Business will be resumed later back in the office, and is likely to proceed quite differently as a result