

united states

The *Meetings Around the World* study reveals that Americans like teamwork, but they also enjoy working individually more than their international counterparts in Europe (France, Germany & UK) and Asia-Pac (Australia, Hong Kong & Japan), creating an unusual balancing act between the benefits of teamwork versus individualism. This may be why they prefer dashing off an e-mail or leaving a message versus having a real-time conversation via the phone. Still, Americans do embrace collaboration tools and are far more comfortable when it comes to conferencing with their colleagues. For more information on the study, please visit <http://newscenter.verizon.com/kit/collaboration/>.

All survey percentages are based on responses listed as “Strongly Agree” + or “Agree” unless otherwise noted.

Independent Professionals

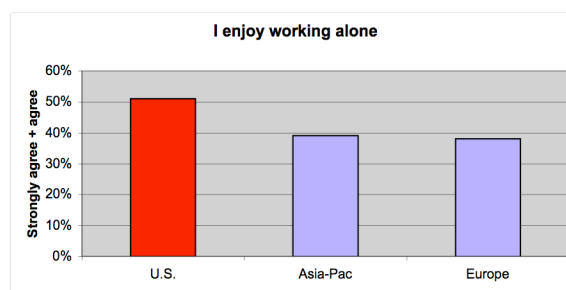
People in all regions studied enjoy working on teams, but Americans are more apt to express their independence and work alone. The study showed that professionals from the U.S. are aware of cultural differences but slightly less than Europe and Asia-Pac.

I like to work on projects with teams.

Asia-Pac 71%, Europe 77%, **U.S. 62%**

I enjoy working alone.

Asia-Pac 39%, Europe 38%, **U.S. 51%**



“Asynchronous” Communicators

Though about half of those surveyed in all regions prefer email over the telephone, the United States consistently favored asynchronous communication, or non-real time (i.e. email) more than their counterparts. Furthermore, Americans are less likely to enjoy talking on the phone and prefer leaving voice mails rather than calling back.

I prefer email to using the phone.

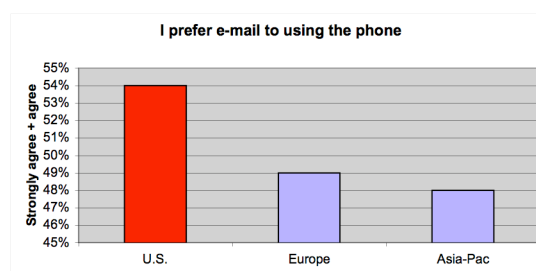
Asia-Pac 48%, Europe 49%, **U.S. 54%**

Email is more of a pleasure than a chore.

Asia-Pac 36%, Europe 40%, **U.S. 48%**

Talking on the telephone is one of the daily routines that I look forward to.

Asia-Pac 35%, Europe 32%, **U.S. 23%**



I'd rather call back than leave a message on voice mail.

(Disagree)

Asia-Pac 45%, Europe 39%, **U.S. 54%**

I appreciate it when someone has an answering machine so I can leave a message.

Asia-Pac 61%, Europe 59%, **U.S. 71%**

It is irresponsible not to answer the phone.

Asia-Pac 53%, Europe 56%, **U.S. 45%**

If someone wants to reach me and I'm not there, just keep trying.

Asia-Pac 53%, Europe 55%, **U.S. 32%**

U.S. Comfortable with Conferencing

Americans are more comfortable using conferencing technologies than their counterparts. Additionally, American companies provide collaboration capabilities such as Web conferencing to their employees more than those in other geographical areas. Interestingly however, the U.S. was shown to be more likely to multitask while conferencing the most, possibly an indication of a ubiquitous approach to the communication tool.

I feel comfortable using conferencing technologies.

Asia-Pac 52%, Europe 55%, **U.S. 72%**

Web conferencing capabilities provided by the company.

(Yes)

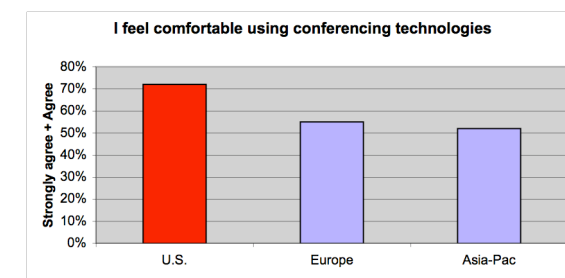
Asia-Pac 44%, Europe 40%, **U.S. 60%**

The U.S. provides the highest access to audio conferencing.

Asia-Pac 60%, Europe 58%, **U.S. 72%**

I enjoy multi-tasking while on a conference call.

Asia-Pac 45%, Europe 33%, **U.S. 63%**



The U.S. has the lowest number of people that have never been in a Web conference.

Asia-Pac 34%, Europe 35%, **U.S. 15%**

U.S. Chooses Conferencing over Traveling for Surprising Reasons

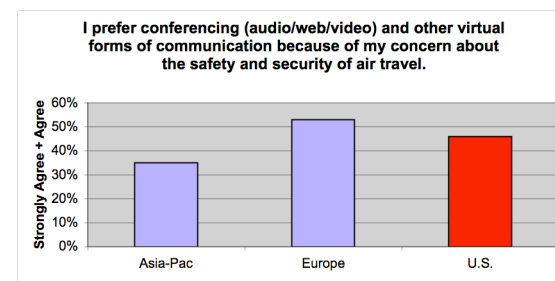
U.S. professionals agree with their international counterparts that travel is an essential part of business, but prefer meeting via conferencing rather than traveling to meet face-to-face. In the post-9/11 world however, many Americans, along with Europeans, are choosing conferencing not because of anxieties towards safety and security issues associated with travel, but instead cite saving money and time as primary motivators.

A conference (e.g., audio/web/video) is a good alternative to visiting face-to-face.

Asia-Pac 55%, Europe 56%, **U.S. 55%**

Increasing hassles associated with air travel are forcing me to rely more on communication technologies.

Asia-Pac 45%, Europe 35%, **U.S. 37%**



How would you characterize using Web

I prefer conferencing (audio/web/video) and other virtual forms of communication because of my concern about the safety and security of air travel.

(Strongly disagree + disagree)

Asia-Pac 35%, Europe 53%, **U.S. 46%**

How would you characterize using Web conferencing to review and discuss a project?

"Respectful of your time and budget."

Asia-Pac 43%, Europe 41%, **U.S. 57%**

Confident Communicators

Americans are more confident presenters. Certainly this is true when using collaboration technologies, as the U.S. led all other regions in their confidence of being properly trained in such things as conferencing tools.

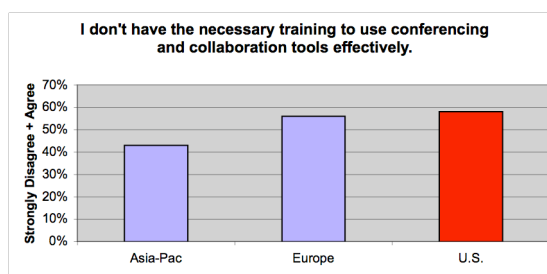
I don't feel nervous presenting in front of others.

Asia-Pac 34%, Europe 42%, **U.S. 45%**

I don't have the necessary training to use conferencing and collaboration tools effectively.

(Strongly Disagree + Disagree)

Asia-Pac 43%, Europe 56%, **U.S. 58%**



The U.S., Europe, and Asia-Pac Share Common Perceptions about Today's Global Business Environment

Globalization has impacted people all over the globe. Despite cultural differences, business people in the Europe, Asia-Pac, and U.S. regions share a common business environment. Competition is intense, and people lead very busy professional lives. Globally, nearly seven out of 10 must collaborate with people in different locations. Despite the distance that separates them, people in all three cultures in this study like to work on projects with teams.

1. Our collaborative efforts often involve parties in different geographic locations (Asia-Pac 67%, Europe 69%, **U.S. 66%**).
2. I lead a busy professional life (Asia-Pac 74%, Europe 76%, **U.S. 72%**)
3. Competition in our product area is cutthroat (Asia-Pac 67%, Europe 54%, **U.S. 61%**)
4. I like to work on projects with teams (Asia-Pac 71%, Europe 77%, **U.S. 62%**).