What do you mean when you say MEAN? Cross-cultural differences in communication styles

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Workshops Aims

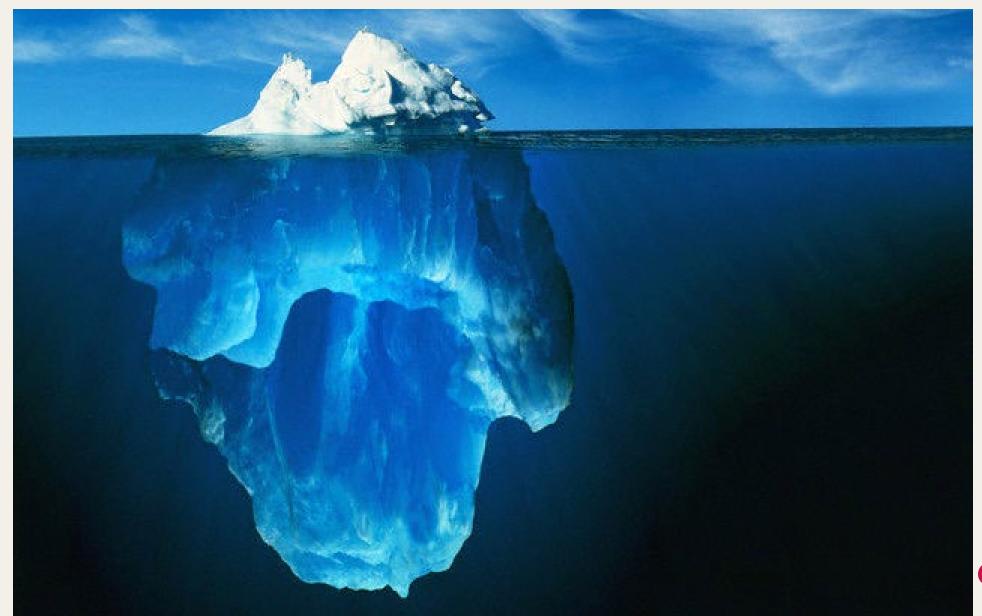
- Understand the complexities and challenges of interacting in culturally diverse environments.
- Be aware of differences in communication.
- Experience communicating with others who operate from a different context of communication.
- Increase intercultural communication competency skills for work practice.

Talking point





What is is this?





The Iceberg Concept of Culture

Like an iceberg, nine-tenths of culture is below the surface.

Surface Culture Most easily seen Emotional level - low

Food, dress, music, visual arts, drama, crafts, dance, literature,



Shallow Culture courtesy, contextual conversational patterns, concept of time, Unspoken Rules personal space, rules of conduct, facial expressions, Emotional level - high nonverbal communication, body language, touching, eye contact, patterns of handling emotions, notions of modesty, concept of beauty, courtship practices, relationships to animals, notions of leadership, tempo of work, concepts of food, ideals of child rearing, theory of disease, social interaction rate, nature of friendships, tone of voice, attitudes toward elders, concept of cleanliness, notions of adolescence, patterns of group decision-making, definition of insanity, Deep Culture preferences for competition or cooperation, **Unconscious Rules** tolerance of physical pain, concept of "self", Emotional level - intense concept of past and future, definition of obscenity, attitudes toward dependents, problem solving roles in relation to age, sex, class, occupation, kinship, and ...



CULTURE

"The way we do it here"



Direct & Indirect verbal styles

- Direct style (explicit)
 - The speaker clearly articulates his/her intentions
 - Low context communication (LCC)
- Indirect style (implicit, decode)
 - The speaker's intentions tend to be "camouflaged".
 Round-about.
 - High context communication (HCC)



Direct & Indirect communication styles

How intention or meaning is conveyed

- Direct communication (LCC)
 - They say what they mean
 - Saying or sending out
 - Being clear. Stating what you mean
- Indirect communication (HCC)
 - Look behind the words. "Read between the lines."
 - Listening & interpreting.
 - More subtle and nuanced (nonverbal signals)



Thank you for your participation!!!

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