


Do you understand the words that are coming out of my mouth?

~A guide to cross-cultural etiquette and understanding.~

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Introduction

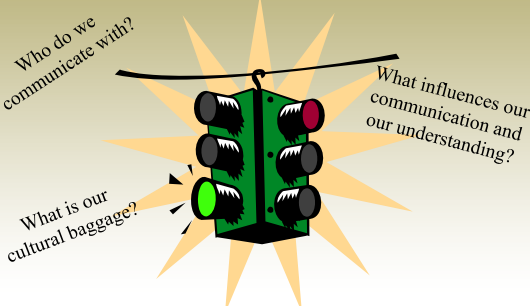
We work with an international clientele on a daily basis.

Each person we interact with has different cultures and several sub-cultures.

We need to ensure they understand us and we understand them.


What brought this on?



Who do we communicate with?



What influences our communication and our understanding?

What is our cultural baggage?





Agenda

1. The “Who’s”, “How’s”, and “What’s” of communication in an educational setting.
2. What influences how we communicate or understand their communication?
3. Knowing your world
4. Questions

1. The “Who’s”, “How’s”, and “What’s” of communication in an educational setting-


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What did you notice about their communication?

1. The “Who’s”, “How’s”, and “What’s” of communication in an educational setting-

Who are we communicating with?


- Students/ Applicants
- Parents
- Sponsors
- School Officials/ Counselors



1. The “Who’s”, “How’s”, and “What’s” of communication in an educational setting-

How do we communicate?



- Face-to-face conversations
- Phone calls /Web-conferencing
- Emails/Letters
- Text/Instant Message
- Doing nothing – not recommended, but it definitely sends a message.



1. The “Who’s”, “How’s”, and “What’s” of communication in an educational setting-



What are they asking? Are we understanding their questions?

- Are we even speaking the same language?

 <p>Korean</p> <p>Have you received Jason’s Institutional Verification Form yet? He said his dad faxed it last week.</p> <p>I’m looking for his IVF.</p>	 <p>French</p> <p>No, we can not admit for Fall anymore. Too full.</p> <p>Yes, students apply for Financial Aid only after they are admitted.</p>
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1. The “Who’s”, “How’s”, and “What’s” of communication in an educational setting-

- How about now?

 <p>Spanish</p> <p>We have a student here who wants to register for classes, but they haven’t been admitted yet.</p> <p>What? Please make a decision so he can register.</p>	 <p>Tongan</p> <p>He isn’t eligible to register. He hasn’t been admitted yet.</p> <p>Make sure he registers for his classes before the deadline.</p>
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1. The “Who’s”, “How’s”, and “What’s” of communication in an educational setting-

One more time -

 <p>Danish</p> <p>This student said he submitted his high school transcript to you for his ACG, but we’re not seeing it. Do you have it?</p> <p>I am asking if you have their high school transcript.</p>	 <p>Russian</p> <p>We don’t give money to students.</p> <p>Make sure you don’t give the students too much money. Over-awards are a nightmare!</p>
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2. What influences how we communicate or how we interpret their communication?

- Culture
- Frame of reference
- Perspective
- Bias

On your handout, list as many cultures and/or sub-cultures as you can. For one minute....

2. What influences how we communicate or how we interpret their communication?

What is culture?

“Human behavior is shaped by a complex set of factors including individual personality, cultural values, and the social context. [Understanding communication] will vary depending upon a wide range of factors, such as the participant’s age, religion, class, or character, relations of authority, institutional setting, the opponent’s behavior, and even the presence or absence of an audience.”

Citing Guy and Heidi Burgess.1998. University of Colorado, USA <http://www.colorado.edu/conflict/peace/treatment/xcolcomm.htm>

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Different types of cultures -

- Age

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- Gender/Sex
- Religion
- Socio-economic status
- Education

Possible sub-cultures?

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Bias – What is your cultural baggage?

“Our values, assumptions, biases, and communication styles are some of the things that turn up in our cultural baggage. Neatly folded into one corner of the bag might be your views of time. In the other corner, your expectations about gender roles. Check that zippered side pouch and you may find your sense of personal space and comfort level with confrontation. And then there are the countless gestures and mannerisms that inevitably tumble out of your overstuffed bag when you least expect it.”

Citing Michael Landers and Lisa Grossman. www.culturecrossing.net/explore.php

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What is our cultural bias?
Acknowledging we all have one is key to better communication.

3. Know Your World

Culture Shock – “When people move to a new culture, they take with them values, beliefs, customs, and behaviors of their old culture. Often, depending on the degree of similarity between the old and the new culture, the values, beliefs, customs and behaviors of the native culture clash with those of the new culture. This can result in disorientation, misunderstandings, conflict, stress, and anxiety.”

Citing James W. Neulier. Intercultural Communication. Page 358. Houghton Mifflin Company 2000.




3. Know Your World

GEO Quiz – Where is this?

1. On the Asian continent
2. Genre of film represents our culture
3. Arranged marriages
4. Predominant Hindu religion

INDIA




3. Know Your World

GEO Quiz – Where is this?

1. Giving the “thumbs up” is offensive here.
2. Home of the world’s largest coral reef.
3. ¾ of my population lives either in the city or on the coast.
4. The “Waltzing Matilda” is not a dance here.

AUSTRALIA





3. Know Your World

GEO Quiz – Where is this?

1. As of September 2009, we now drive on the left side of the road.
2. Rugby and cricket are the two sports mainly played here.
3. Recently experienced an earthquake measuring 8.0 on the Richter scale.
4. A popular Girl Scout Cookie is named after us.

SAMOA






3. Know Your World

Keys to effective cross-cultural communication


- Knowledge
- Respect

“...you cannot value all human behavior positively, but you can value each human positively. That’s another way we distinguish between things and people. To give your communication an interpersonal quality, it’s important to keep that distinction in mind.”

Cited John Steward, Editor.
Bridges Not Walls,
Page 14.
Addison-Wesley Publishing
Company, 1972



Questions?



The End

Works cited throughout