

Homework # 1

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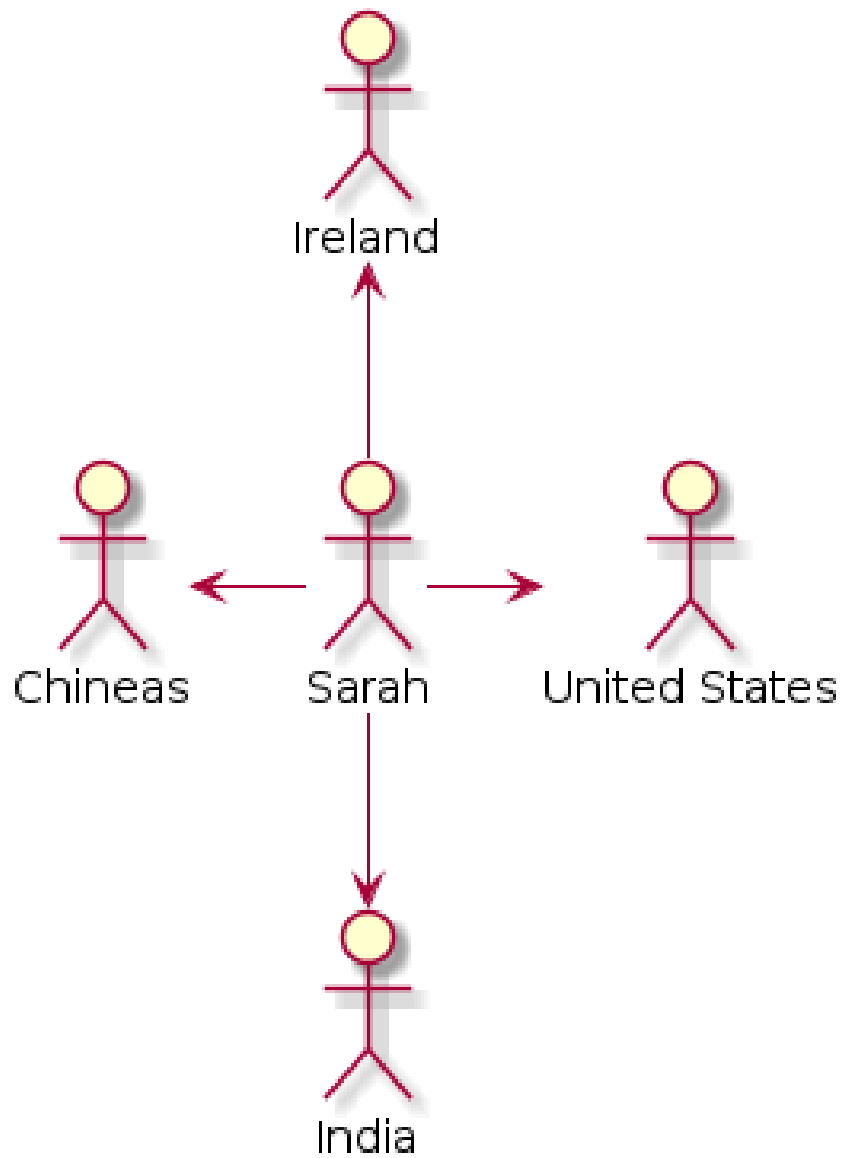
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Contents

1 TASK: Q1	1
2 Short Memo in tabular form	2
2.1 United States	3
2.2 Ireland	3
2.3 India	4
2.4 China	4
3 Research from Internet	5

1 TASK: Q1

Looking back at the Sarah Burnes case, assume that you are about to join a team at work, a team that has members from Ireland, India, China, and the United States. Use the Internet to learn what you can learn about patterns of communication; issues to look for including politeness, turn-taking, use of first names or titles, and gender roles. Describe your findings in a short memo to your instructor.



2 Short Memo in tabular form

The effective communication is delivered with a great care and requires one to know a lot about the cultures of other participants. As Sarah is joining a teach which has people from different cultures, it is worthwhile to learn some

fundamental communication style/pattern and basic norms and values. The following tables will give Sarah a brief overview of each culture. These tables can be used as a reference before meeting any of the team member to make sure that communication goes effective and smoothly.

2.1 United States

Common Communication features of United States Culture

Communication features	United states
Greeting	Hello! How are you? -> I'm good, thanks
Calling by name	Call by first name
Communication style	Direct communication
At meet up	hand shaking
Smile	smile during greeting
Formal Introduction	Not always necessary in social setting
Common question	what do you? How are you doing?
Politeness	coughing, sneezing, tooth picking, asking personal question is impolite
Turn-taking	speaker's domination is considered impolite, hence equal participation
Eye contact	Maintained during conversation
Time dedication	30 min late arrival at Traditional parties but on time at formal events

2.2 Ireland

Common Communication features of Ireland's Culture

Communication features	Ireland
Greeting	Hello. How are you? and What's the craic?
Calling by name	Calling by last name is formal and first name is informal
Communication style	Sophisticated communication
At meet up	hand shaking with warm emotions
Smile	smile during greeting
Formal Introduction	Not always necessary in social setting
Common question	what do you? How are you doing?
impoliteness	coughing, sneezing, tooth picking, asking personal question is impolite
politeness phrases	thank you, please etc
Turn-taking	speaker's domination is considered impolite, hence equal participation
Eye contact	Maintained during conversation
Time dedication	15 late arrival at Traditional parties but on time at formal events

2.3 India

Common Communication features of India's Culture

Communication features	India
Greeting	Namaste, namaskar
Calling by name	uncle, aunty, bro, or by first name
Communication style	Indirect communication
At meet up	hand shaking but not with opposite gender
Smile	smile during greeting
Formal Introduction	short introduction is common
Common question	kaisay hain G app, Kia ho raha, sab theek hay na
impoliteness	asking personal question is impolite
politeness phrases	shukria, please, thank you. bohat aala
Turn-taking	speaker's domination is considered impolite, hence equal participation
Eye contact	Maintained during conversation especially with same gender
Time dedication	On time arrival at traditional parties but late at formal events

2.4 China

Common Communication features of China's Culture

Communication features	China
Greeting	nǐ hǎo) – Hello
Calling by name	uncle, aunty, bro, or by first name
Communication style	Indirect communication
At meet up	hand shaking and griping for a while
Smile	smiling and bowing down at meet up
Formal Introduction	short introduction is common
Common question	(nǐ hǎo ma) – How are you?
impoliteness	boasting, avoiding political status of Taiwan and Tibet
politeness phrases	nínhǎo. "hello". qǐng "please". xièxie "thank you" cheering and warm beha
Turn-taking	Equal participation
Eye contact	Maintained during conversation especially with same gender
Time dedication	On time arrival at traditional parties but late at formal events

3 Research from Internet

Sarah -> Ireland Telling stories, jokes or being witty is very common for the Irish. Moreover, public displays of emotion are common. ... Indirect Communication: The Irish tend to be indirect communicators; they often try to avoid creating conflict and will go to great lengths to remain polite throughout the discussion.

Sarah -> India Indirect Communication: The communication style of Indians tends to be polite and indirect. They may try to speak appeasingly to those they are not close to in order to avoid conflict or confrontation. ... Direct communication is reserved for relationships with a high level of trust or crucial situations.

Sarah -> china Indirect Communication: As an extension of the need to maintain harmonious relations, the Chinese rely heavily on indirect communication. They rely less on words and are more attentive to posture, expression and tone of voice to draw meaning. Their speech is often ambiguous, and they may understate their point.

Sarah -> united states Direct Communication: Americans are very direct communicators. They tend to convey their entire message verbally, paying less attention to body language. People are expected to 'get to the point'.

Greetings are usually informal, with first names often used in initial introductions. A handshake is the most common greeting when meeting someone for the first time or in professional settings. Handshakes should be firm and accompanied with direct eye contact throughout the greeting, especially in business contexts. Being the first person to offer your hand can reflect confidence. However, be aware handshaking can seem overly-formal and awkward in casual settings. Many people hug in informal situations or to greet close friends and family. It is important to smile during greetings. Americans generally smile a lot and are likely to appreciate when similar warmth is reciprocated. A formal introduction is not always necessary in social settings. It is sometimes assumed that people will get to know each other as they mingle. If you are a newcomer, take the initiative to introduce yourself to those around you. Your American counterpart may not always give individual introductions and expect you to do it yourself. Many Americans greet by saying "How are you?". This is usually a form of greeting rather than an actual enquiry about your wellbeing. The common response is "I'm good, thanks. How are you?". Giving an answer that is deeply personal or less positive can make the situation uncomfortable if you are not very familiar with the person. In opening deeper conversation, Americans often ask people about their occupation (e.g. "So, what do you do?").