**1. Invitation to Insight**

1. Through either personal interviews or research, identify several differences in communication practices between your own culture and another culture that interests you.
2. If you were interacting with a person from that culture, how would you bridge the differences?
3. In Japanese culture, when giving business cards Japanese people treat business cards as an extension of themselves and disregarding a business card is disregarding them. In American culture business cards are viewed to share contact information. A common greeting in America is to shake hands, but in Japan a way to greet someone is a small bow. In Japanese culture, they value body language over words because words can have many meanings. While in American culture, the people value what is said rather actions.
4. I would do research what etiquette is in their culture, and I would apologize if I am doing anything disrespectful because of my ignorance of the culture.

**2. Invitation to Insight**

Choose one set of cultural values summarized on **pp. 45–49** and identify the characteristic that is not representative of your own culture. For example, if you are used to a low-context culture, you might focus on high-context communication. Now consider both the advantages and the disadvantages of working in an environment in which this unfamiliar norm is the dominant one. For instance, how might interactions be more effective or otherwise desirable if most people communicated in a high-context manner?

In a high context communication culture an advantage would be, I am able to read people words better than the other people that are better at reading body language. A disadvantage would be I would not be able to read body language if they are amicable or stand offish as well as I would be able to read into the words that are spoken to me.

**3. Skill Builder**

Develop your ability to identify and communicate effectively within an organization’s culture. Choose an organization in a field that interests you, or focus on an organization to which you already belong. By analyzing the organization’s physical setting and literature, interviewing others, and making your own observations, construct a description of the organizational culture that addresses the dimensions listed on pp. 50–52. On the basis of your findings, describe an optimal way to communicate in the following areas:

1. Introducing new ideas.
2. Interacting with superiors.
3. Dealing with conflict.
4. Managing time.
5. Socializing with fellow workers.
6. Using preferred methods of exchanging information (e.g., telephone, e-mail, face-to-face interaction).
7. Approach the person and present the idea
8. Address them with honorifics
9. Try to calm the parties involved and come to a conclusion
10. Follow the schedule that was made for me and make time to do extra assignments
11. Approach someone with respect
12. Email, Face to Face, or Text

**4. Skill Builder**

Choose three cultures around the world with which you might interact in the course of your career. To discover the keys to effective intercultural communication in your three chosen cultures, find some reputable sources on the Internet. For each of the three cultures describe:

1. The culture in general.
2. The business protocols for that culture.
3. The language(s).
4. Sources you could go to for additional training and/or e-mail contacts.
5. Mexican
6. Personal relationships, loyalty, strong hierarchy and status consciousness
7. English or Spanish
8. <https://santandertrade.com/en/portal/establish-overseas/mexico/business-practices>
9. Indian
10. Respective of religions, respect for elders, importance on family, traditional
11. Hindi or English
12. <https://asialinkbusiness.com.au/india/conducting-business-in-india/indian-business-culture-and-business-etiquette?doNothing=1>
13. Chinese
14. Influenced by Confucianism, value relationships, modesty, courtesy.
15. Cantonese, Mandarin, English
16. https://santandertrade.com/en/portal/establish-overseas/china/business-practices

**5. Invitation to Insight**

Choose one of the following options to better understand the importance of organizational culture. In each case, use the most relevant dimensions of communication described on pp. 33–41 to structure your analysis and description.

1. Interview someone familiar with an organization or field that interests you, with the goal of learning about its culture. Identify the kinds of communication that shape this culture, and determine how the culture shapes the way communication operates in the organization or field.
2. Assume the administration of your college or university has asked you to brief newly hired faculty members on your school’s academic culture from an undergraduate student’s perspective. Describe how communication practices at your school both shape and reflect its culture. You can make your remarks clearer and more interesting by including one or more brief examples to illustrate how the culture operates.

b. I would explain to the new hired faculty member how to get in touch with someone is to email or make an appointment. The Dress code is anywhere between casual business to business attire. I would explain that the campus is encourages to act as how you would in a workplace setting, so to treat classmates as if they are coworkers and teachers and higher as managers or supervisors. Doing these things allows a person to have experience and understand how to appropriately act in a workplace setting.