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**Introduction**

Chapter 2 explores ideas of how to communicate with different people within a workplace. The chapter explains if you should be considerate of someone who is from a different country. It also explains that one must consider one’s race and ethnicity. Also, even regional differences within the same country can have vastly different way to properly communicate with one another.

**Explanation**

This chapter explains, there are many things a person must consider when communicating. A common greeting in America to shake someone’s hand can be perceived as rude in other’s culture. According to the chapter, each race or ethnicity can have its own culture and ways to properly communicate. An example stated in the chapter, “native Americans and Asian Americans value silence more than mainstream U.S. culture does.” This is explained later in the chapter as a high context culture. High context cultures can communicate through body language and “maintain social harmony” as stated in the chapter. The chapter also explains that there is even cultural regional differences within a country one has to acknowledge. Northeastern U.S. has different mannerisms which is normal to people from that region, but to someone in the Southern U.S. it can be considered rude. Also, according to the chapter when doing business with someone from another country, to do research to learn the correct etiquette to show proper respect.

**Main Idea**

The main idea of this chapter is for one to acknowledge that the many ways you communicate may seem polite and normal, but may not be to someone else from another country or even another region within the same country. One will can never do everything correctly when communicating with someone who has a different culture. But this chapter explains that one can reduce the amount of confusion by doing research to the important part of communicating within that culture so one can be respectful as possible.

**Putting it into Practice**

In the future I will most likely interact with people from another country. I plan on traveling to Japan for vacation, and I have done research on how to act with interacting with people there. One example is, if by chance I am handed a business card I am supposed to take the card in both hands, do a small bow, and thank them for giving me their business card. Which is different from American’s etiquette for business cards which is to take them and put it in your wallet. By learning this I can avoid offending a possible future connection that may allow me to advance me in my career.

**Closing**

In closing, from as far as another country to as close as a different region in the same country, there can be different etiquette when communicating. As an example, someone from another country may see shaking hands, which is a common greeting in America, rude and intrusive. Or another example, someone from the northeastern U.S. may seem rude to someone from the southern region, but the person from the northeastern U.S is just communicating as they would normally. One must do research of they are unfamiliar with the how that culture communicates. If no research is done, one can potentially ruin future clients and business partners that will allow them to succeed in their career.