**Com 115 Study Guide Assignment 2: Culture and Listening Scenario**

*The purpose of this study guide is to help you correctly answer the short answer questions and master the material.*

**Remember:**

1) Answer each prompt with complete sentences.

2) Use specific examples from the case study rather than personal experience(s).

**Question 1:** How would you define this company’s culture? Refer to p. 91 in your text for guidance. Include specific examples from the scenario in your answer.

*Possible key concepts for discussion:*

Individualist or Collectivistic

High context or Low context

**Question 2:** What do you anticipate are some barriers to intercultural communication at this company?

*Possible key concepts for discussion:*

Intercultural communication

Culture shock

Ethnocentrism

Communication codes

Stereotypes

Assumptions

**Question 3:**What skills would you use from intercultural communication and listening to work with your potential co-workers? Consider co-worker values, beliefs, attitudes. Refer to p. 96 in your text for guidance.

*Possible key concepts for discussion:*

Development in competence, motivation, skill, knowledge and/or creative flexibility. (p.105-111)

\*See these pages for specific information on each and make your selection to answer question 3.

**Question 4:** Based on what you understand about intercultural communication, what listening skills would you use to become a good member of the team? Include specific examples from the scenario in your answer.

*Possible key concepts for discussion:*

Empathic listening skills

Critical listening skills

**Question 5:** Describe one of your potential co-workers listening styles. Refer to p. 119 in your text for guidance. Include specific examples from the scenario in your answer.

*Possible key concepts for discussion:*

Relational listening

Analytical listening

Critical listening

Task oriented listening

**Question 6:** What are some of the consequences of poor listening? How would this impact situations at the company?

*Possible key concepts for discussion:*

Self-absorption

Emotional noise

Criticism of the speaker

Differing speech rate and thought

Information overload

External noise

Listener Apprehension

**Question 7:** How would your responding skills impact your relationships with these co-workers?

*Possible key concepts for discussion:*

Paraphrase

Empathy

Social support

Confirming responses

Start this assignment by reading the following Culture and Listening Scenario:

**Abril & Associates**

Congratulations!  You have been hired to work at a successful company called Abril & Associates.  Through the interviewing process, you learned that the employees exhibit grit and tenacity and enjoy working at the company.

You have also discovered that the atmosphere of the working environment is marked by diversity in the pursuit of happiness.  Professionals employed by Abril & Associates are encouraged to pursue their unique set of talents with routine goal-setting sessions as managed by their hiring liaison.

Abril & Associates is client driven.  They boast a private practice for the purpose of being able to meet client needs.  How words are used and expressed are extremely important. They want employees who use words to encourage, build-up, and get the job done.  You may frequently hear their motto: “Mean What You Say & Say What You Mean.” That’s the Abril & Associates Difference.

As you begin your new job, you are being attentive to the cultures of your co-workers to determine how to best work with each person.  In addition, you want to figure out how you can use your listening skills to be an effective member of the team.

Here is what you know about you co-workers:

**Meet your Boss, Todd:**

Todd is an “All-American.”  He went to the best schools money can buy, drives a power car, and will let you know how to get the job done if he hasn’t already done it.  Born and bred in the deep south, Todd’s southern drawl is charming. Despite his high maintenance qualities, he is polite and enjoys a good game of soccer with other associates every now and then.

**Meet the administrative assistant, Dominic:**

Don’t let his quirky Hawaiian shirts influence your perception of him. Dominic is laid back and quiet, but his organizational skills are unparalleled. Abril & Associates’ operation flies all manner of turbulence and clear skies because Dominic alleviates much of the stress that accompanies the client needs.  Known to be a source of information in the break room, Dominic takes care to say what you mean and mean what you say. Administrative assistants know it all.

**Meet one of the partners in Abril & Associates: Sara**

Sara has two loves in her life: Her horses and Abril & Associates. Growing up as a daughter to business and fitness tycoon, Shelby Decker, she spent most of her junior and high school years traveling Asia as her parent’s celebrity boomed. Sara is deeply influenced by nature and wants you to achieve your goals.  She tolerates the uncertainty accompanied by the profession well, favoring connection with her immediate surroundings. Sara may miss a deadline or two, but she’s got your back. More importantly, she’s got Abril & Associates' back.

**Meet another partner in Abril & Associates: Kevin**

Kevin and Todd are childhood friends growing up on the North Carolina coast.  While Todd is the ace in the deck, Kevin could be a close runner up for the joker. Yes, he is funny… stand-up comedian funny.  Attending the rival Ivy League school of Todd, Abril & Associates is not short of competitive wit. Kevin is a family man that works for his family first and Abril & Associates second.  He works hard for the bottom-line, freedom to serve clients as he sees fit, and keeps the professional and personal private.

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