



VGCAT VIRTUAL CULTURAL AWARENESS TRAINER



Humanitarian Assistance - Afghanistan, Pashto

BUILDING RAPPORT

- Building rapport is a key aspect of developing trust and working relationships. Don't skip greetings or small talk, even for brief interactions.
- You may spend one or more meetings without discussing business.
 - After building rapport over several meetings, handholding and hugs between men are common.
 - Shake hands or place your hand over your heart when greeting someone of the same gender.
- Follow your counterpart's lead when greeting the opposite gender. They may avoid shaking hands and place their hand over their heart instead.

HOSPITALITY

- Hospitality is very important in Afghanistan.
- Food and tea is common at meetings. Not accepting these offers is considered rude.
- Use your right hand for eating and passing dishes.
- Thank your counterparts for their hospitality, and compliment the food or tea.



COMMUNICATION

- Learn key phrases and greetings to show interest in their language.
- Don't worry about making mistakes, your counterpart will appreciate the effort.
- Your counterpart may not want to reveal that they speak English. Always assume your counterpart knows English to avoid embarrassment or conflict.
- Conversation may be less direct. Your counterpart may avoid direct answers with "inshallah," a term which expresses uncertainty.
- Positive topics are family, sports, food, and culture.

WORKING WITH COUNTERPARTS

- Work with the local population to ensure the proper aid is delivered.
- Collaborate with local leaders and encourage them to take the lead on projects.
- Find local solutions to local problems.
- Avoid making promises.
- It's good practice to underpromise and overdeliver.
- Give feedback in private and stay away from negative criticism.



KEY PHRASES

ENGLISH	PASHTO
Hello.	salaam aaleykum.
Hello to you, too.	waaleykum asalaam.
What is your name?	staase noom tse dey?
My name is (Frank Gill).	zmaa noom (Frank Gill) dey.
I'm glad to meet you.	ze staase de lidelo tsekha khoshaala shwem.
Thank you.	manana.
Please, sit.	hila kawem, kesheyney.
Have some tea.	chaay wetsekey.
Have some food.	dodey wekhrey.
Goodbye.	khodaay pe amaan.