

# INTERCULTURAL COMMUNICATION

A



September 15, 2022

# IRS 127: INTERCULTURAL COMMUNICATION

## AUTOBIOGRAPHY OF INTERCULTURAL ENCOUNTERS 03: YOUR FEELINGS

### What is communication

- **Communication:**
- Communication is the activity of conveying **information**. Communication has been derived from the Latin word "communis", meaning to share.
- In words of Louis- "Communication is the sum of all things one person does when he wants to create understanding in the minds of another. It involves a systematic and continuous process of telling, listening and understanding.
- Communication may be defined as giving, receiving or exchanging information, opinions or ideas by writing, speech or visual means, so that material communicated is completely understood by everyone concerned.

### TYPES OF COMMUNICATION



VERBAL



NONVERBAL



WRITTEN

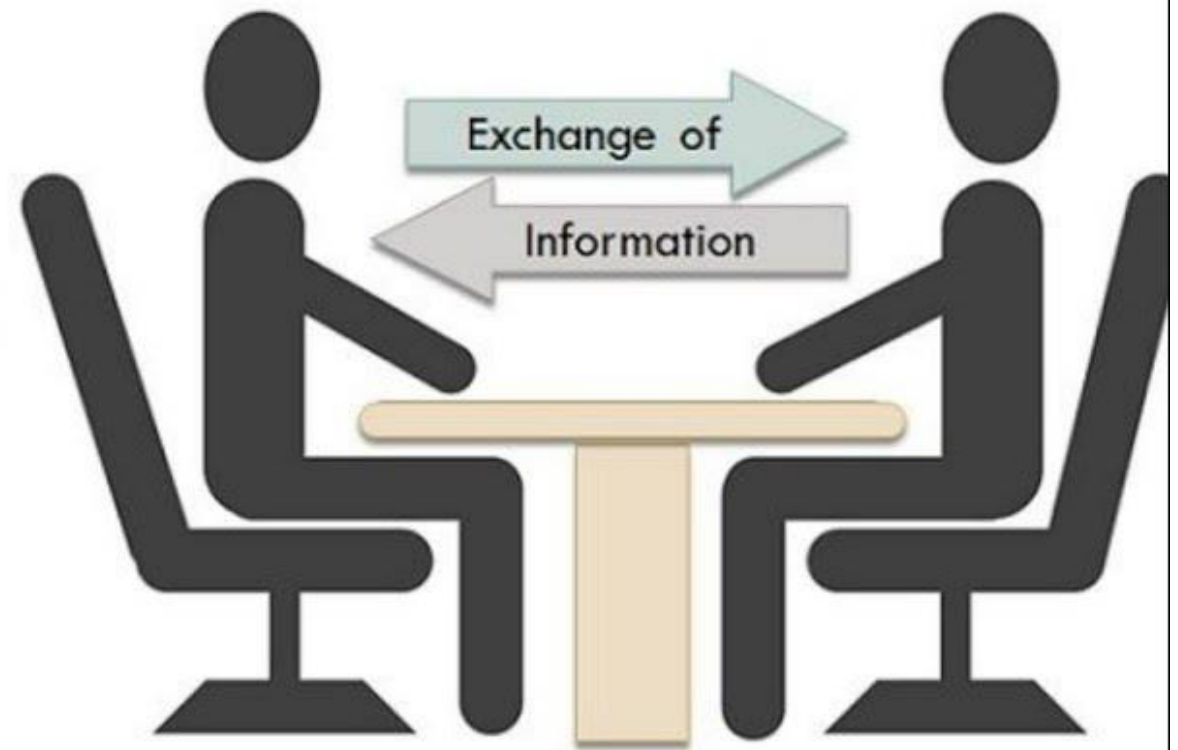
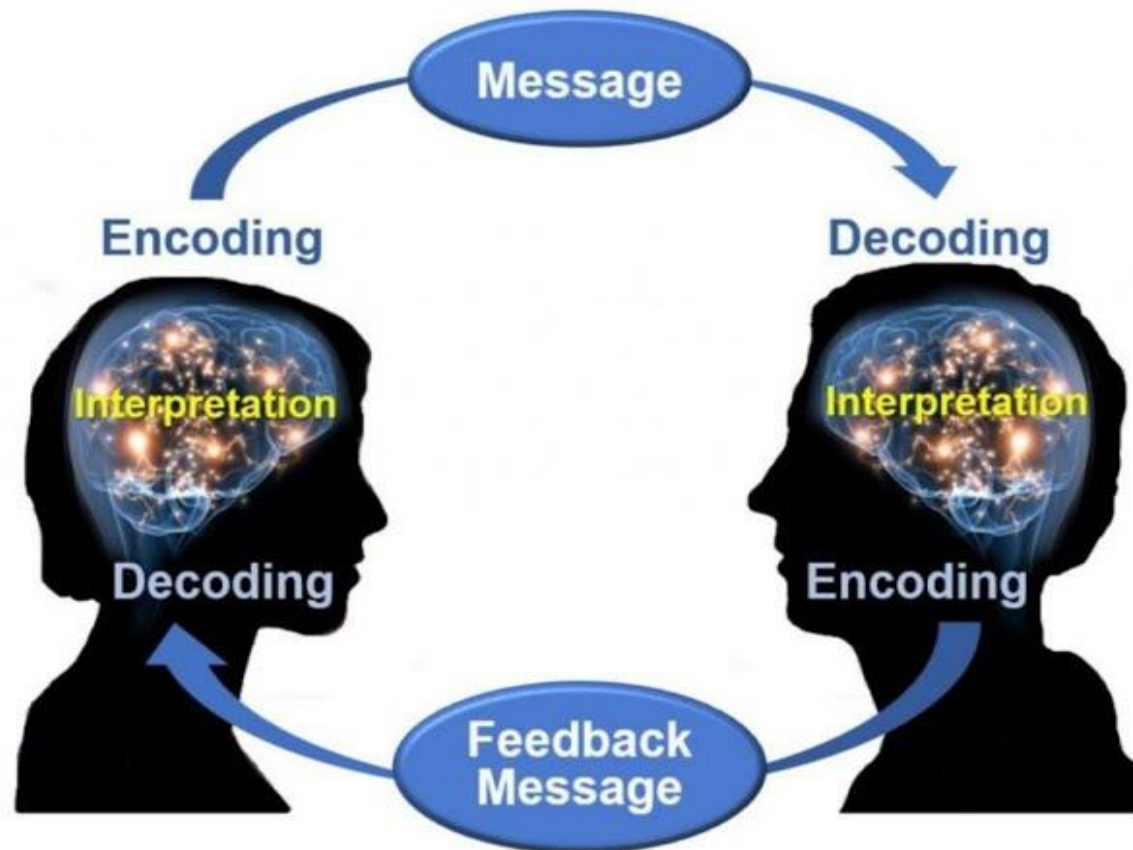


VISUAL

# IRS 127: INTERCULTURAL COMMUNICATION

## AUTOBIOGRAPHY OF INTERCULTURAL ENCOUNTERS 03: YOUR FEELINGS

# What' is Communication?



# TYPES OF COMMUNICATION

BASED ON  
COMMUNICATION  
CHANNELS

NON-VERBAL

VERBAL

ORAL

WRITTEN

BASED ON  
STYLE AND  
PURPOSE

FORMAL

INFORMAL

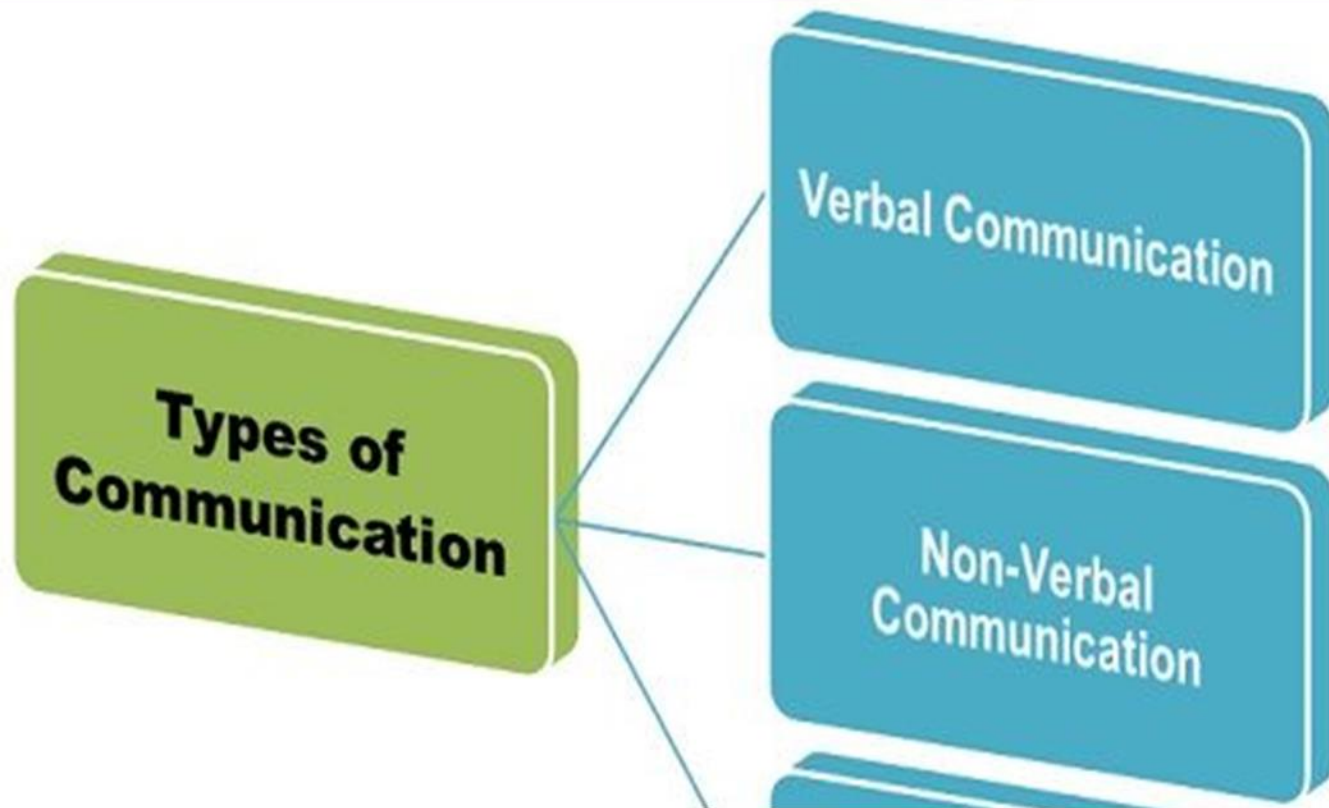
FACE TO FACE

DISTANCE



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## AUTOBIOGRAPHY OF INTERCULTURAL ENCOUNTERS 03: YOUR FEELINGS



### Verbal Communication

Oral Communication

Written Communication

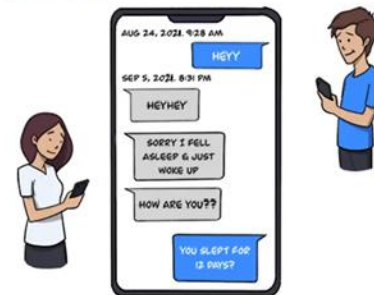
### Types of Non-verbal Communication



Facial Expression & Silence



Olfactics (smell)



Chronemics (time)



Vocal Intonations



Body Gestures



Haptics (touch)

# What is Verbal Communication?

Verbal communication is defined as communication to express our views, information, and ideas in the form of sound and words. The spoken part usually involves face-to-face communication. and when people ponder the word communication, they often think about the act of talking.



**Intrapersonal  
Communication**



**Interpersonal  
Communication**

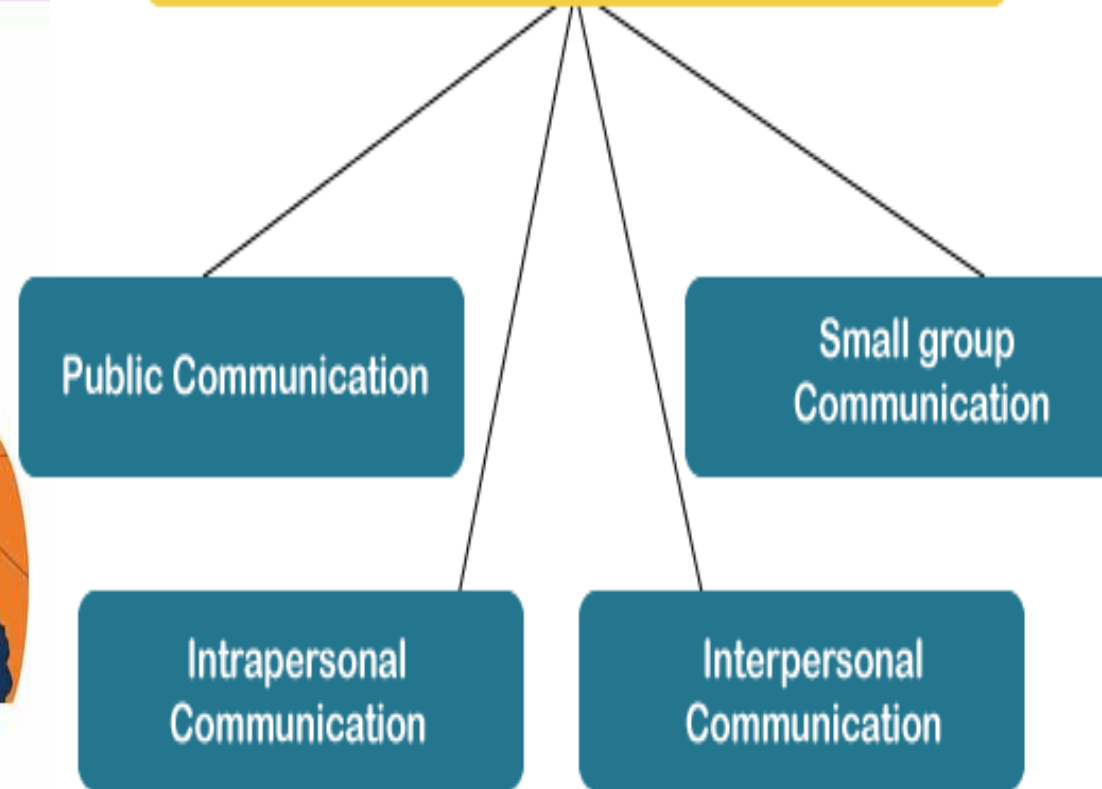


**Oral  
Communication**



**Public  
Communication**

## Types of Verbal communication







- The self-awareness imperative demystified my prior understanding of intercultural awareness as just learning about other people's cultures and how that influences their perspective, behaviors, and actions. This is a common fallacy some people have. **Cultural awareness** is not just about the other party, rather, it also encompasses understanding the culture we were born into and our **cultural identity**. We get to fully recognize and appreciate our own self and why we believe what we believe and why we do the things we do and how that is unique from others.

[illegible]



# Nonverbal Communication

- Definition:
  - Oral and nonoral messages expressed by other than linguistic means
- Nonverbal Communication
  - Is many times unintentional
  - Can be ambiguous
  - Has a stronger impact than verbal
  - Is impacted by gender, race, culture, etc.
  - Follows norms and rules

Facial expressions & eye contact

Body movements & gestures

Clothing & personal appearance

Distance & personal space

Physical environment

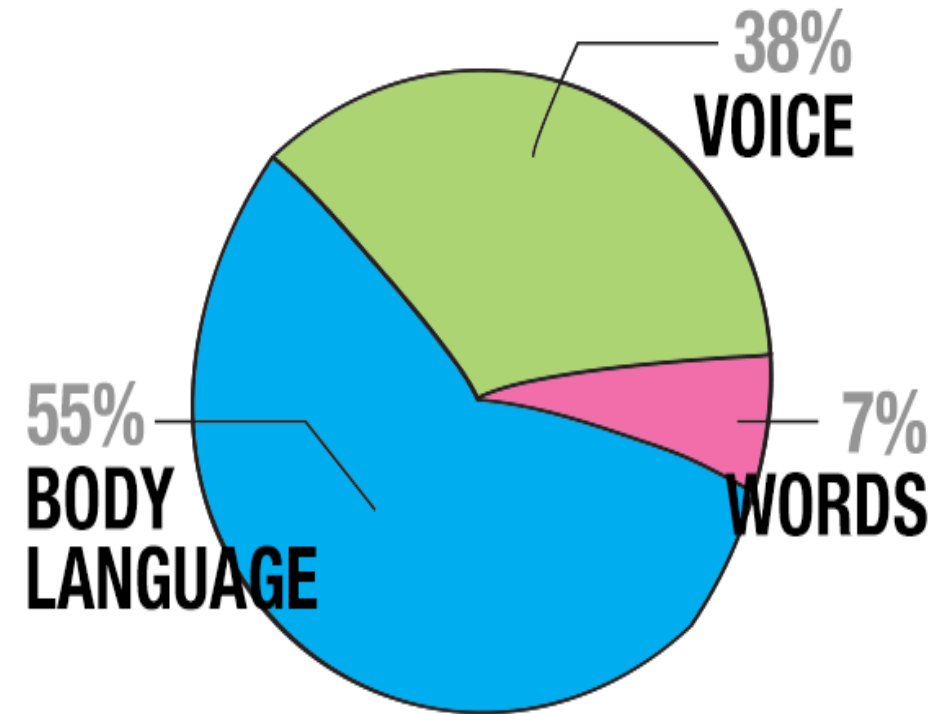
Time

# The Silent Language : The Non Verbal Communication

Our actions





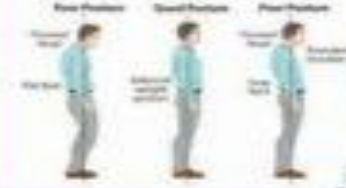







- silence
- expressions in the eyes
- gestures
- posture
- walk
- Facial expression
- Vocal cues
- Touch
- Appearance

-all these can communicate without words.



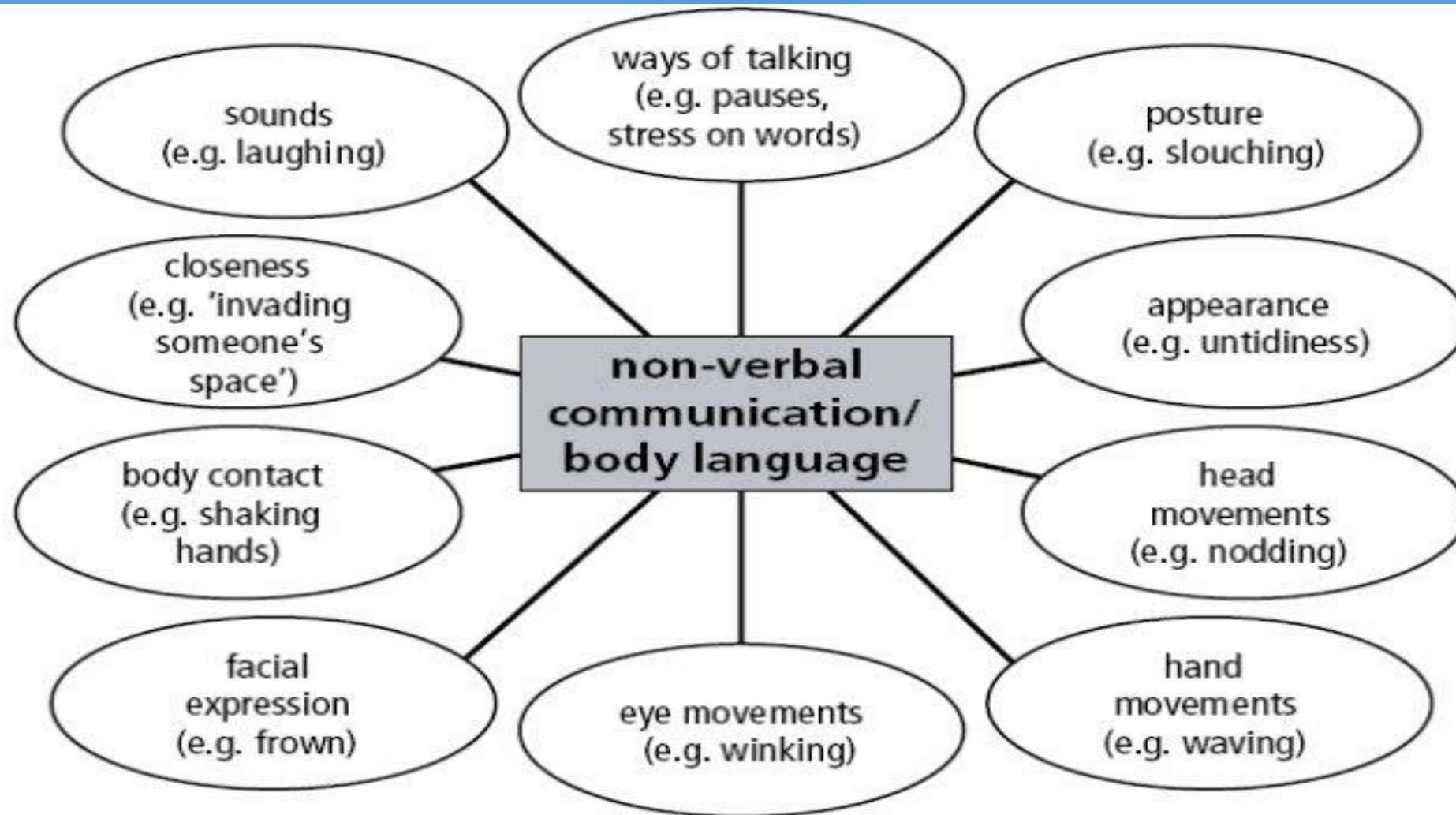
Mehrabian & Ferris' research results of communication during a presentation.  
"Inference of Attitude from Nonverbal Communication in Two Channels"  
The Journal of Counselling Psychology 31,  
S. 248-252, 1967

# Types of Nonverbal Communication

1	2	3	4	5	6	
<b>Appearance</b>	<b>Paralinguistics</b>	<b>Body Movement</b>	<b>Gestures</b>	<b>Posture</b>	<b>Facial Expression</b>	
Physical Outlook- Dress, Hairstyle	Inflection, Tone, Volume, Accent	Lean Towards & Lean Away	Hand, Arms & Finger	Position- Height, Tallness	Happiness, Anger, Fear	
						
7	8	9	10	Kinesics	11	12
<b>Eye Contact</b>	<b>Haptics</b>	<b>Proxemics</b>	<b>Chronemics</b>	<b>Artifacts</b>	<b>Environment</b>	
Oculesics: Tears, Eyebrow, Gaze, Blinking	Touching: Holding Hugging, Kissing	Interpersonal Space	Time and Cultural Context	Adornment - Jewelry, Tattoos, & Accessories	Location- House, Office, Coffee Shop	
						



# Non-verbal Communication/Body language



## IT'S WHAT YOU **DON'T SAY** THAT COUNTS!



LEARN TO **READ** AND **INFLUENCE** PEOPLE THROUGH  
**NONVERBAL COMMUNICATION.**

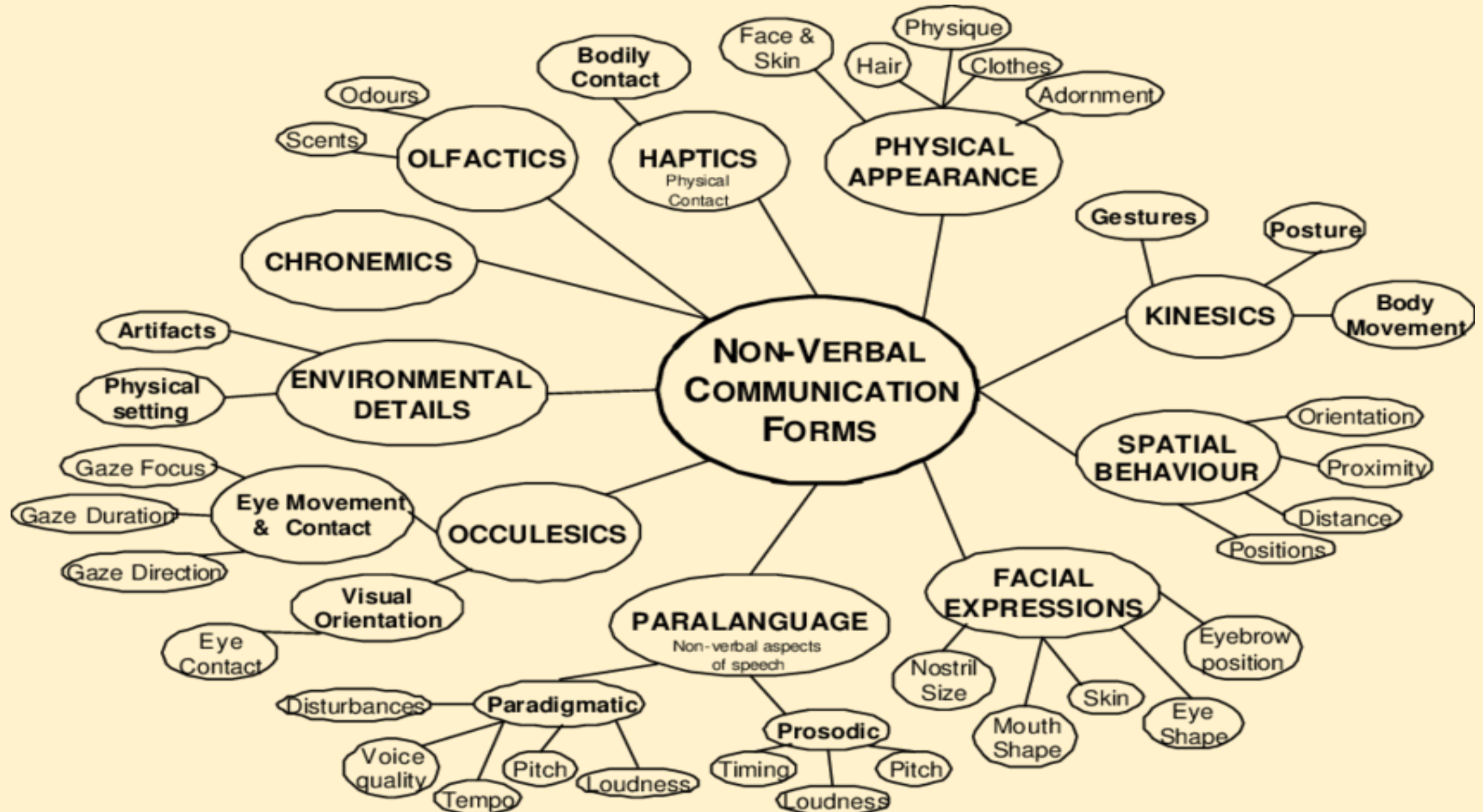
- **Categories of Nonverbal Communication**

There are two major kinds of Communication such as: Verbal and Nonverbal. The latter can be divided into four categories:

**Aesthetic** – a kind of nonverbal communication that occurs through creative expression. This includes all arts: music, dance, theatre, crafts, arts, sculpture and the like.

- **Physical** – this one pertains to personal kind of communication like smile or frown, wink, touch, smell, gestures and other bodily movements.
- **Signs** – this one is more on mechanical kind of nonverbal communication like signal flags or lights, a 21 gun salute, an exhibition of airplanes by doing a formation.
- **Symbols** – this is used for religious or personal status reasons and to build self-esteem.
- (Lovetownow.corp, 2014)

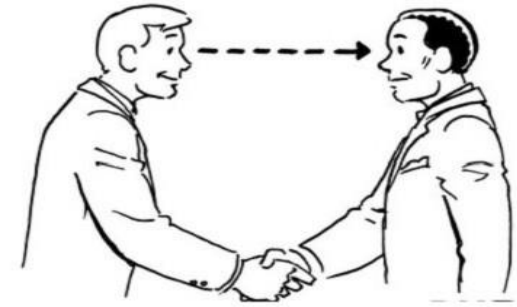
# NON-VERBAL COMMUNICATION FORMS





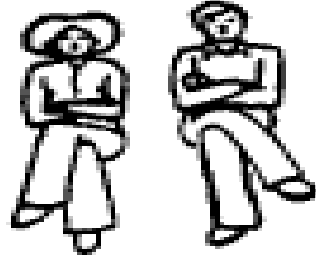
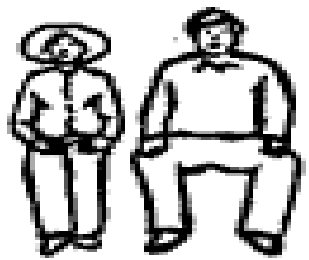
# Facial expressions & eye contact

## FACIAL EXPRESSIONS CHART

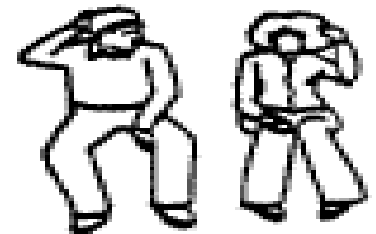
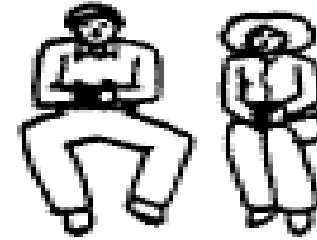


SCIENCE<sub>OF</sub> PEOPLE

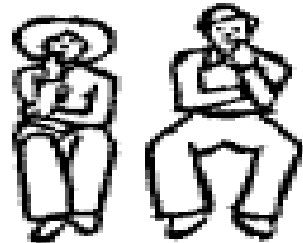
# Body movements & gestures



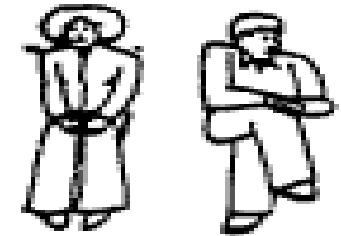
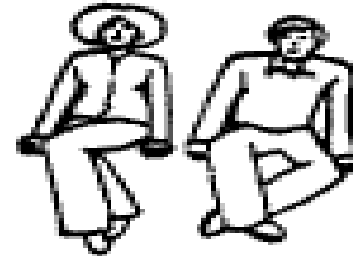
*Openness vs. Defensiveness*



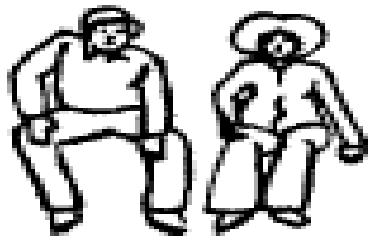
*Expectancy vs. Frustration*



*Evaluation vs. Suspicion*



*Self-control vs. Nervousness*



*Readiness vs. Boredom*



*Confidence vs. Insecurity*

# HOW TO READ BODY LANGUAGE

1. Raised eyebrows often signal discomfort.

2. If their voice goes up or down, they're most likely interested.

3. Eye contact shows interest — both positive and negative.

4. But if they look into your eyes for too long, they might be lying.

5. Crossed legs are usually a sign of resistance and low receptivity.

6. If they mirror your body language, the conversation is likely going well.

7. Look for a lack of crinkles around the eyes to detect a fake smile.

8. If they're laughing with you, they're probably into you.

9. Expansive, authoritative postures show leadership.

10. A shaking leg signals a shaky inner state.





# Clothing & personal appearance

## Attention! CLOTHES TALK



**MEN**  
Business Casual



Business Professional



Black Tie



**WOMEN**  
Business Casual



Business Professional

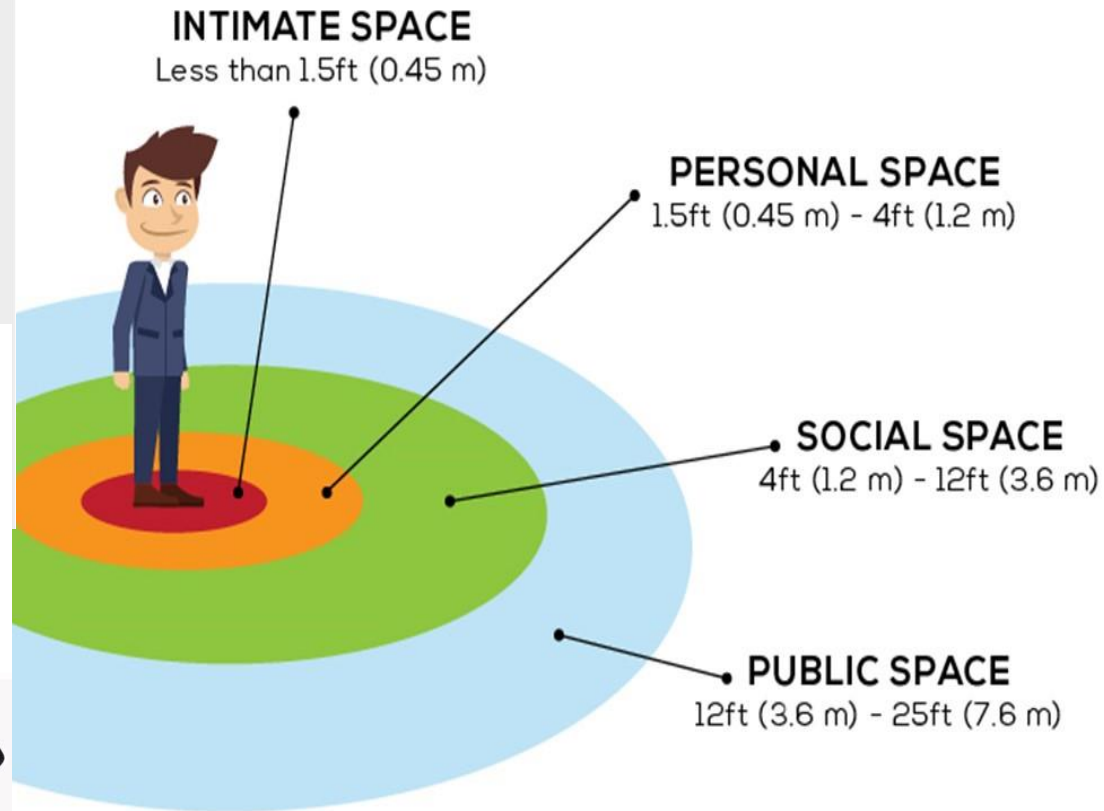


Black Tie



## Personal Space

# Proxemics



*Proxemics or the use of space provides us with ideas about how close or how far people are from the center of power or where a person is in the social ladder.*

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### GESTURES ACROSS CULTURES 07

#### The Angry Traveler's Guide to Obscene Gestures



Britain/Australia



Turkey



United States



Brazil



Thailand



France



Vietnam























Italy



Greece

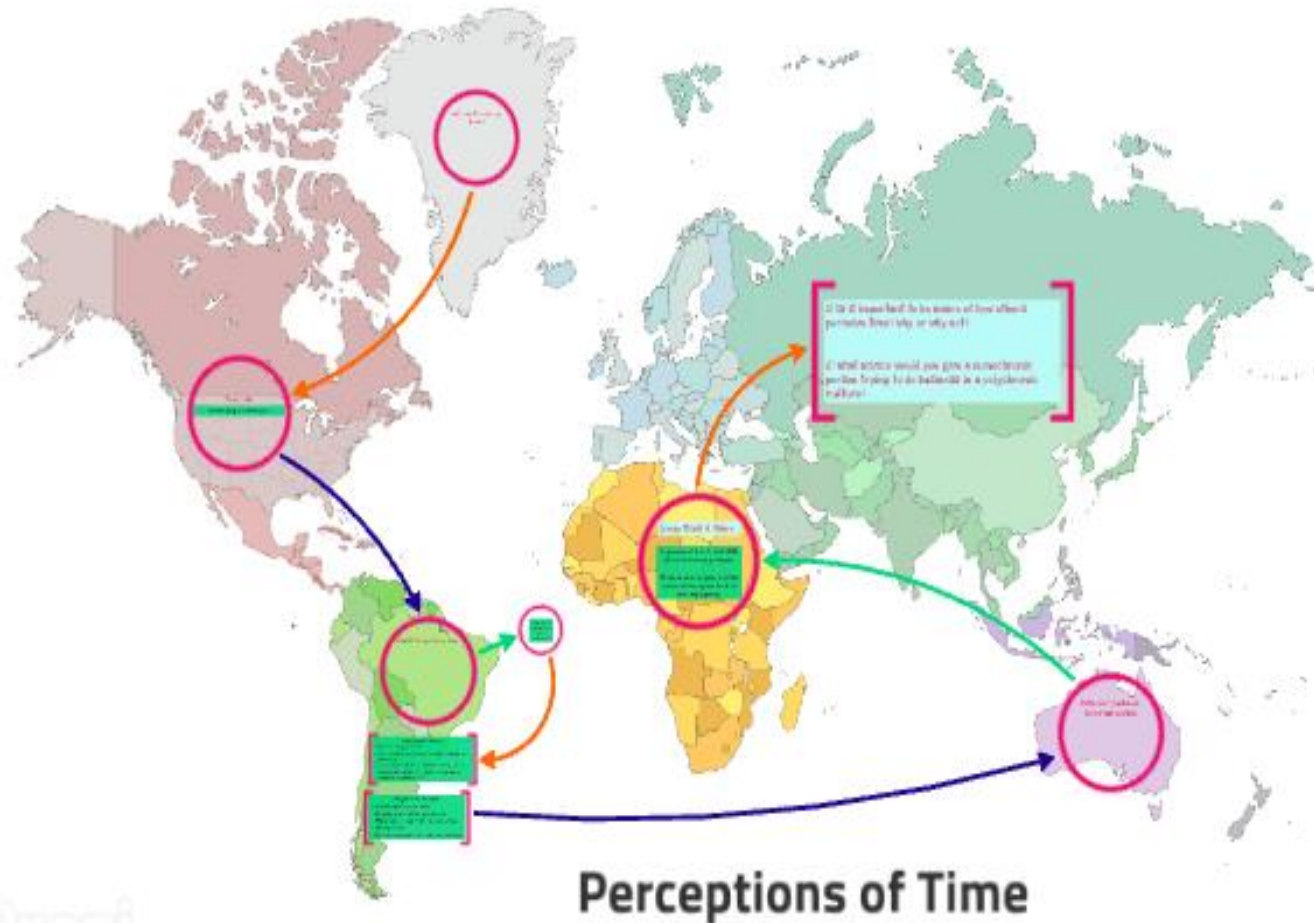


Phillipines

<b>hang loose</b> <small>creator: unknown</small> 	<b>call me</b> <small>creator: unknown</small> 	<b>loser</b> <small>creator: unknown</small> 	<b>high-five</b> <small>creator: unknown</small> 
<b>talk to the hand</b> <small>creator: unknown</small> 	<b>good job</b> <small>creator: unknown</small> 	<b>hitchin' a ride</b> <small>creator: unknown</small> 	<b>dislike</b> <small>creator: unknown</small> 
<b>world's smallest violin</b> <small>creator: unknown</small> 	<b>peace, man</b> <small>creator: unknown</small> 	<b>shocker</b> <small>creator: unknown</small> 	<b>you</b> <small>creator: unknown</small> 
<b>bang bang</b> <small>creator: unknown</small> 	<b>a-ok</b> <small>creator: unknown</small> 	<b>a-hole</b> <small>creator: unknown</small> 	<b>check, please</b> <small>creator: unknown</small> 
<b>power to (fill in the blank)</b> <small>creator: unknown</small> 	<b>F-YOU</b> <small>creator: unknown</small> 	<b>good luck</b> <small>creator: unknown</small> 	<b>ROCK</b> <small>creator: Ronnie James Dio</small> 

Still inordinately sad about Dio's passing. How many people in all of history are known for a hand gesture? That's a great legacy. @anildash

# Time



## What IS Perception of Time?

Time perceptions include:

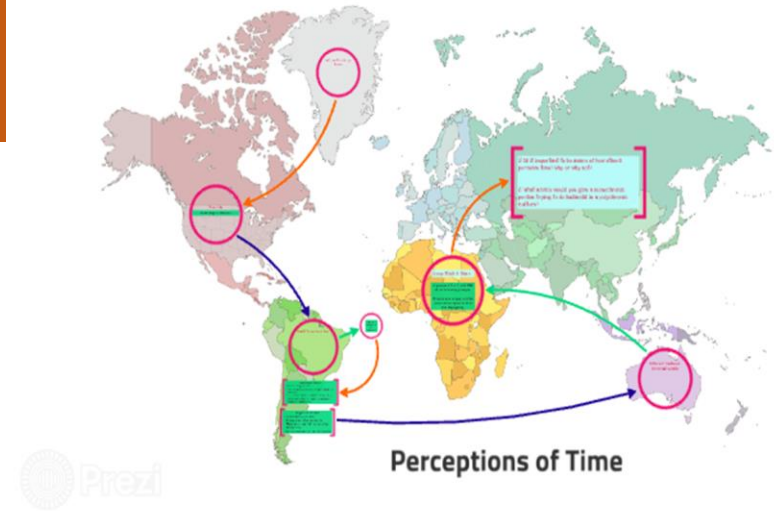
- Punctuality
- Willingness to Wait
- Interactions



# Time

## Polychronic People:

- Do many things at once
- Change plans often and easily
- More concerned with relationships than privacy
- Base promptness on the relationship

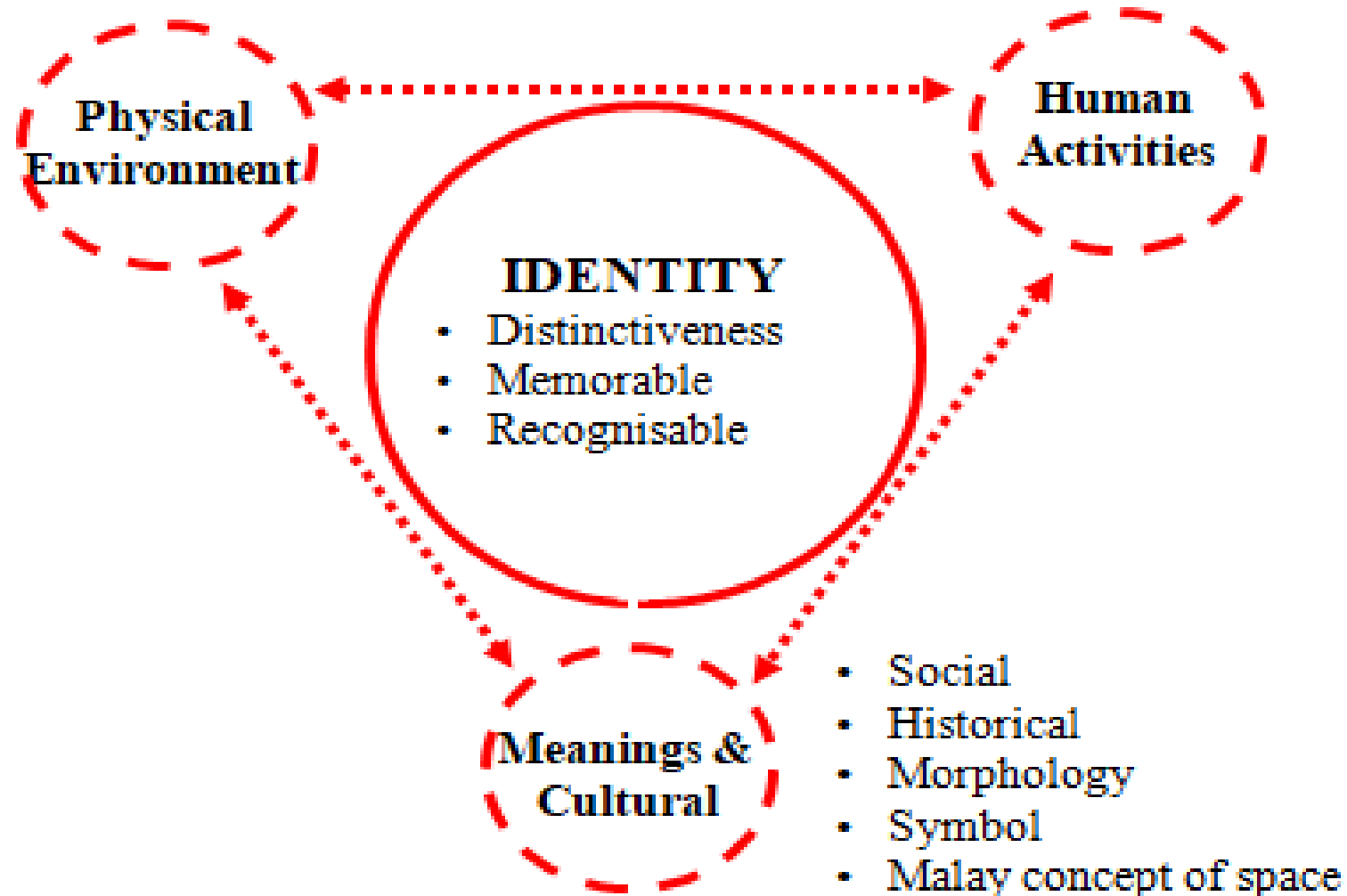


## Monochronic People:

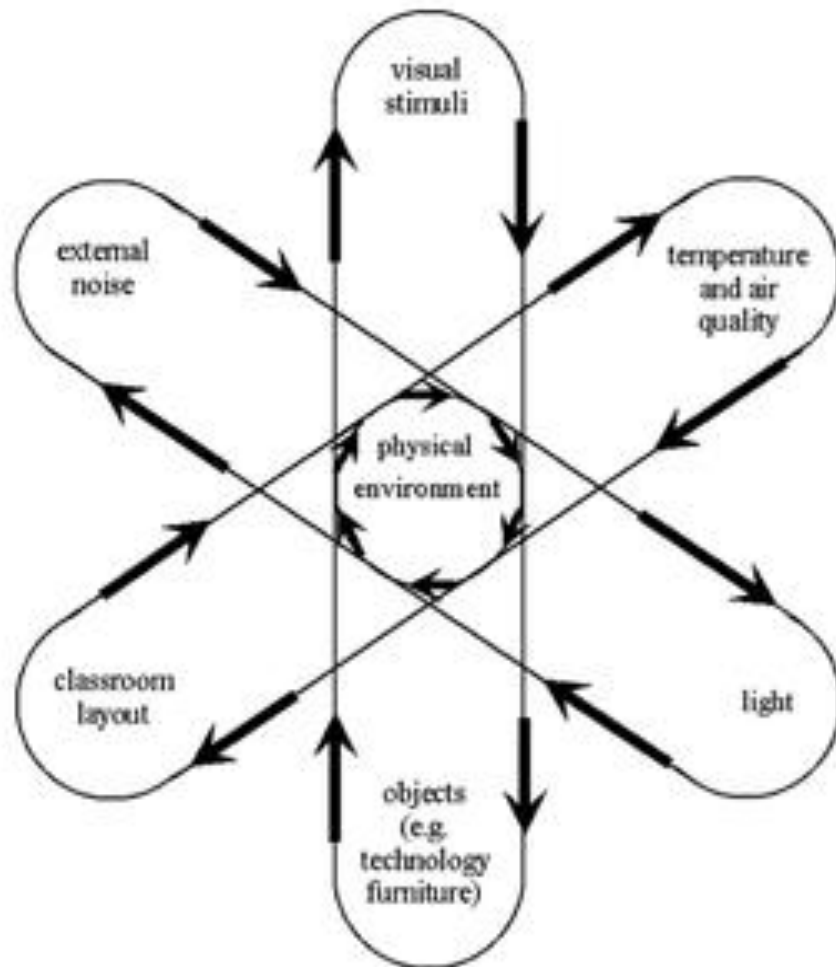
- Do one thing at a time
- Take time commitments (appointments, etc.) seriously
- Are concerned about not disturbing others; follow rules of privacy and consideration
- Emphasize promptness

# Physical environments

- Profile & settings
- Urban structures
- Urban form & pattern
- Building
- Street & urban block
- The space between
- Urban quarters
- Natural elements



# Physical environments



## Physical Environment

Physical environments reveal characteristics of the owner of the territory and affect how people communicate.

- Color affects our emotional response and is a determining factor in whether an environment is judged as effective or not
- Lighting and room size also affects communication.
- Ergonomics, the science of mating machines to human requirements.
  - Poor ergonomics may result in backache, headache, and fatigue.

