**An EXCELLTM Cultural Map Using the ABCD Model**

The ABCD Model below provides a systematic, user-friendly approach to breaking down social interaction into four phases. You can build you confidence in a work setting by considering the verbal and non-verbal behaviours appropriate for a successful social interaction.

**Topic: Speaking up in a Meeting**

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| Stage | **Verbal Behaviour** | **Non-Verbal** | **Values** |
| **A.**  Approaching |  |  |  |
| **B.**  Bridging |  |  |  |
| **C.**  Commenting |  |  |  |
| **D.**  Departing |  |  |  |

**Practice Scenarios:**

1. First day at work: Meeting your manager for the first time
2. First day at work: Meeting a colleague for the first time in the kitchen
3. First week at work: Having a conversation with a colleague at the lunch queue
4. Going into a business meeting: Introducing yourself to the receptionist
5. Introducing yourself to a colleague at a Christmas gathering

Source: Mak, A. S. (2000, June). Extending social skills for success in international students: The EXCELL Program. International Education – ej (On-line Serial), 4 (2)