

Module 5

COPING WITH THE CHALLENGES OF INTERCULTURAL COMMUNICATION

TASK 1: Warm-Up

1. List down some cultural differences that you know regarding non-verbal communication.

- Eye contact
- Touch
- Gestures
- Physical Space
- Facial Expressions
- Appearance
- Body Movement & Posture
- Paralanguage


2. Why do you think it is important to know the meaning of these non-verbal codes?

- Because nonverbal communication helps people in a variety of ways, including emphasizing the meaning of their verbal message through gesture, facial expression, and so on; replacing for verbal communication; regulating communications with others; and conflicting or complementing verbal communication.

TASK 2 : Comprehension Question:


1. Cite certain situations when you encountered miscommunication while talking with people of different nationalities.

- Like using gestures as communication,, before using the "OK" hand sign, peace sign, thumbs up, or pointing at anything, be aware that all of these can be disrespectful to a foreign employee. Depending on the country, these gestures can be seen as "giving someone the bird" or treating them as an animal.



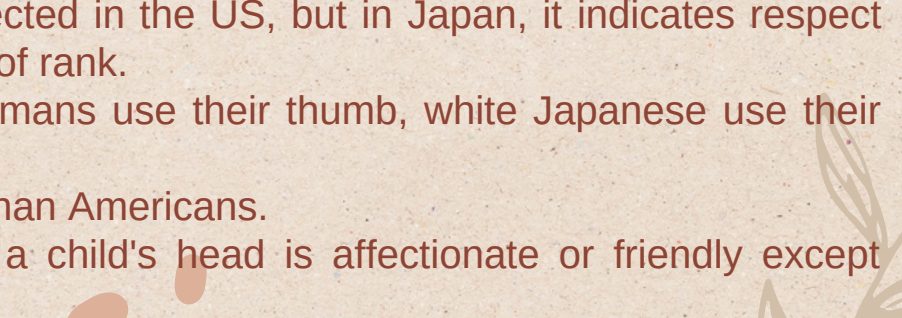
2. As a conscientious student, what have you done so far to avoid miscommunication and misunderstanding when communicating with people of different cultures?

- If you're speaking with foreigners in other nations in English, you should keep in mind that practically all of them learned it, thus you should simplify your English. You can't talk to them the same way you would to a native speaker or someone you know speaks advanced English, because many of them don't and won't understand if you speak colloquial or sloppy English. This helps to avoid many misconceptions. However, intentionally distorting English grammar is offensive, so you can only try it with those who speak very little English. For the rest of them, you must use proper grammar, but in a very simplified and clear manner. In some places of the world, poor English grammar is common, thus using those forms is acceptable.



TASK 4 : Non-Verbal Code Differences:

List down at least 10 differences between two cultures as regards their non-verbal code.

1. Americans look directly in each other's eyes when talking, while in China, long eye contact makes people weird.
 2. Americans smile freely at strangers, while Asians smile not only to express joy and friendliness but also to convey pain and embarrassment.
 3. Bowing is criticized or rejected in the US, but in Japan, it indicates respect and an acknowledgement of rank.
 4. To start counting, the Germans use their thumb, while Japanese use their little finger.
 5. Asians do more touching than Americans.
 6. In some cultures, patting a child's head is affectionate or friendly except Asian countries.
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7. In the Middle East, nodding the head down indicates agreement and nodding it up is a sign of disagreement, while in Japan, an up-and-down nod might just be a signal that someone is listening.

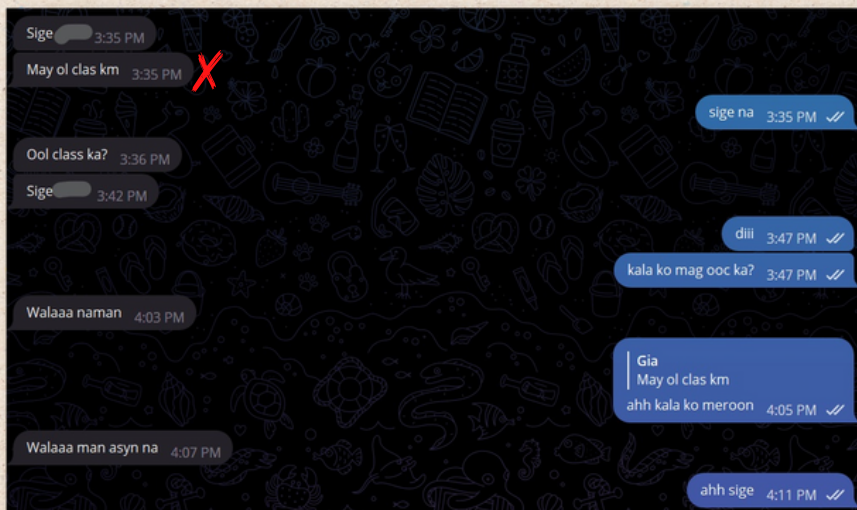
8. Americans use index finger to point, while Japanese and Thais use their entire hand to point.

9. Asians consider handshake as respecting or being formal, while in some countries consider a handshake rude.

10. While burping after meal is considered the height of uncouthness in US, a heartily belch is a sign of appreciation for the cook in India.

TASK 5 : Communication Breakdown:

Find your own partner then communicate with each other thru social media, present a sample conversation that shows communication breakdown and how would you resolve the problem, insert below the screenshot images of your conversation. Enjoy!



- To avoid communication breakdowns, we must be careful when typing our message and double-checking it before sending it to the receiver.



TASK 6 : Reflection

1.What were your misconceptions about the topic prior to taking up this lesson?

- I thought that nonverbal communication was the same as message, letter, and digital communication, but that's not the only thing; there are gestures, touch, appearance, and others that I do not believe will be included in nonverbal communication.

2.What new or additional learning have you gained from this lesson in terms of skills, content, and attitude.

- In this topic, I learned new things, like there are many the same nonverbal communication codes but have different meanings in different countries or cultures.

