

# Cross-Cultural Awareness

## Part III



Refugee  
Sponsorship  
Training  
Program

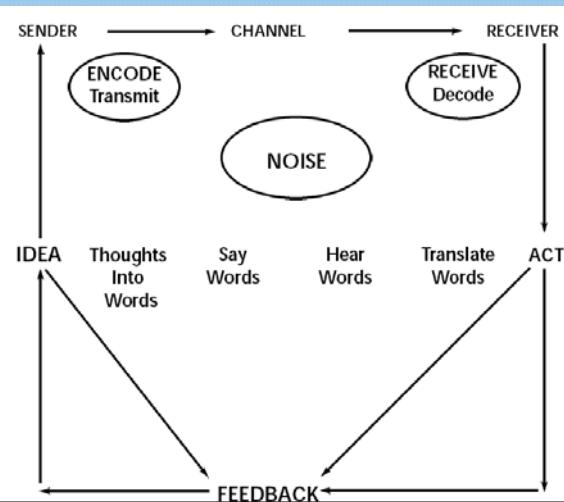
Cross-Cultural Communication

## Overview

- Understanding the communication process
- Intercultural communication
- Effective and active listening
- Paraphrasing and questioning
- Culturally appropriate communication
- Cross-cultural communications
- Role Play

## The Communication Process Receiver-Sender

*An interaction between two or more people expressing ideas, opinions and/or information to achieve organizational results.*



## Seven Assumptions of Intercultural Communication

- Communication:
  1. is symbolic
  2. involves the encoding and decoding of messages
  3. is transactional
  4. takes place at varying levels of awareness
  5. involves predictions by the communicators
  6. does not necessarily entail intention
  7. has both a content dimension and a relationship dimension



## Intercultural Communication and Cross-Cultural Interaction

1. We perceive differently
2. We do not see things that exist
3. We see things that do not exist
4. We communicate all the time
5. Pure communication is impossible



## Intercultural Communication

Intercultural communication is the process by which two people who do not belong to the same culture "try" to communicate. This may be more difficult than we think because the idea implies that they may not share the same values, beliefs, behaviours and ways of thinking.

*(Adapted from P. Casse, Training for the Cross-Cultural Mind.)*

In intercultural communication, we should assume differences until similarities are proven.

*(International Dimensions of Organizational Behaviour, N. Adler.)*

Intercultural communication is communication between members of different cultures. This definition is simple, but the process is complex. Intercultural communication involves differing perceptions, attitudes and interpretations. We know that even two people from the same culture have communication problems. Some misunderstandings are insignificant in that they can be easily remedied or ignored. Other conflicts are more serious in that they can cause misinterpretations and create persistent negative attitudes towards others.

*(Beyond Language, D. Levine and M. Adelman.)*

## The Ladder of Inference

I TAKE ACTIONS BASED ON MY BELIEFS

I ADOPT BELIEFS ABOUT THE SITUATIONS BASED ON MY ASSUMPTIONS

I DRAW CONCLUSIONS

I MAKE ASSUMPTIONS BASED ON THE MEANINGS I ADDED

I SELECT DATA FROM WHAT I OBSERVE

OBSERVABLE DATA AND EXPERIENCES  
(AS A VIDEOTAPE MIGHT CAPTURE IT)

## Effective Listening

- When you listen
  - Use non-verbal communication
  - Recognize your own prejudices
  - Listen to understand the underlying feelings
- To be an effective listener
  - Empathize
  - Validate
  - Clarify
  - Paraphrase
- Behaviour to avoid as a listener
  - Interrupting
  - Judging
  - Arguing mentally
  - Giving advice





# Active Listening



1. Put yourself in the other person's place
2. Shift judgement to curiosity
3. Show understanding and acceptance, utilizing non-verbal behaviour
4. Restate the person's most important thoughts and feelings
5. Do not interrupt, offer advice or give suggestions
6. Ask open-ended questions

STATEMENT	PURPOSE	TO DO THIS...	EXAMPLES
Encouraging	To convey interest To encourage the other person to keep talking	...don't agree or disagree ...use neutral words ...use varying voice intonations	"Can you tell me more about..."
Clarifying	To help clarify what is said To get more info To help the listener understand the other's point of view	...ask questions ...check out assumptions ...check out word interpretation	"What does respect mean for you?"
Restating	To show that you are listening and understanding what is being said To check your meaning and interpretation	...restate the basic ideas and facts	"So, you would like your parents to trust you more, is that right?"
Reflecting	To show that you understand what is being said To check your meaning and interpretation	...reflect the speaker's basic feelings	"You seem upset."
Summarizing	To review progress To pull together important ideas and facts To establish a basis for further discussion	...restate major ideas expressed, including feelings	"These seem to be the key ideas you've expressed..."
Validating	To acknowledge the worthiness of the other person	...acknowledge the values of their issues and feelings ...show appreciation for their efforts and actions	"I appreciate your willingness to resolve this matter."



## Paraphrasing

*Too often we get caught trying to convince others to understand us and fail to try and understand their perspective.*

*By paraphrasing you:*

- *create a collaborative approach to communication*
- *clarify the information*
- *catch potential misunderstandings early*
- *check to make sure you understand the speaker's intent*
- *allow the speaker to correct you if you have misunderstood something*
- *avoid thinking of your own response while another person is talking*
- *convey to the speaker that you are interested in him/her and what s/he has to say*



## Paraphrasing Pitfalls

- Reading too much into what the person says
- Stating back word for word what the person says – ‘parroting’
- Stating the paraphrase as a solution
- Repetitive paraphrasing

## Paraphrasing Exercise



## Questioning

“Moving from judgement to curiosity”

- Questioning in communication is used to probe for more information *not* in the sense of cross-examination
- Questions may be divided into six types
  - Why
  - Leading
  - Multiple
  - Close-ended
  - Assumptive closure
  - Open-ended

### Questioning Practice Exercise



## Open-Ended Questions

- Clarification
- Information seeking
- Explaining
- Reality checking
- Interests
- Brainstorming

### The ‘Real Story’ Exercise

## Culturally-Appropriate Communication



- Where do you see yourself?
- How can we use this knowledge and cultural patterns to help us to communicate and be understood?

## Cross-Cultural Communications

Refugee/Sponsor Communication Role Play  
– Ron & Peter

Debrief



# Thank-you



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For more information please visit

[www.rstp.ca](http://www.rstp.ca)