

Responses Summary

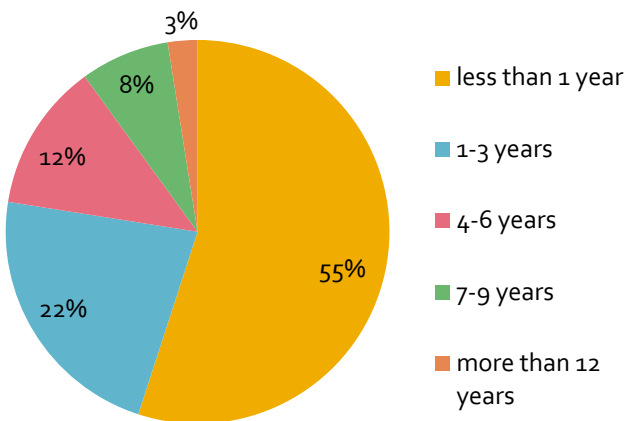
Survey on Communication with Vietnamese people (in English)

Number of responses: 40*

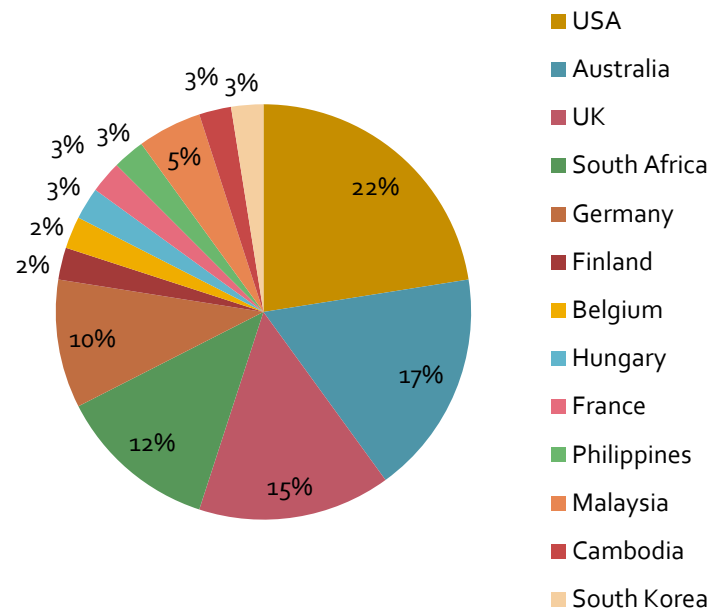
*There are 46 responses in total. 6 responses and some parts of the 40 remaining responses are not included in the summary due to irrelevant content (e.g. communication in Vietnamese language, not in English).

Survey takers' information

You have lived in Vietnam for



You are from



Your responses on Communication with Vietnamese people (summarized)

What bothers you

Something they say

1. Wanting to talk about how attractive VNese girls are; Telling me how I am lucky because VNese girls want to date Western men;
2. Saying "Ebola" after knowing I am from South Africa
3. Wanting to figure out if I am available
4. How old I am (we don't ask ages once you're an adult in UK as it's seen as rude)

Your suggestions

Not really. I'd take the good with the bad and be happy to observe differences in conversations I've had with other nationalities

Don't be shy.

Better vocabulary

vietnamese people do not seem to understand body language and gestures of foreigners. I don't think they use body language and gestures as much as we do in the UK.

5.	Asking 2 same questions to start a conversation (especially taxi drivers) 1. How old are you? 2. How many girlfriends do you have?	Better English
6.	They sometimes ask about my personal finances: "how much do you earn?"	To ask comparative questions: "in England do you eat noodles?", "how much is a coffee?"
7.	Asking how much I weigh; Asking if I'm married yet.	
8.	Different ideas about what is okay to say or not to say - Vietnamese people will often comment on my appearance (you look fat/old/you have ugly grey hairs) or give their opinion of the fact that I'm not married or don't have children (you should get a husband!)	I think it's important for anyone (not only Vietnamese people) not to judge people just because they are different from you. We should accept and embrace people's differences. It's okay for people to be different from each other and live different lives, and I feel like Vietnamese people (especially adults) often don't agree with this.
<i>Something they do</i>		
9.	Asking repetitive questions; Not listening;	try out new questions
10.	Not listening; Interrupting	let others finish talking before answering. to say they don't understand if they do not really understand.
11.	Asking too many questions; Not admitting that they don't understand	be honest when you don't understand. Tell me about yourself, or just give me a break for a few seconds. I might ask you a question.
12.	Pretending to understand when they don't.	Be honest when you don't understand something.
13.	1. Lack of paying attention when I am speaking. This means that they mostly don't actually react to what I say. 2. Too insistent upon getting a reply/answer to their question, when they won't even listen to me! 3. When I don't understand one part of something they say, I will question them on this part. Rather than repeating or rewording this part, they will simply repeat everything they said. 4. Correcting my English pronunciation and laughing, when they misunderstand something due to not knowing the pronunciation.	Listen. Practice listening to help you learn the sounds of English, but additionally, actually focus on what the person who is talking is saying and respond directly to this.
14.	Listening to instruction then doing whatever they please instead; Lack of intuitive comprehension (can't understand expression of meaning through gestures and context)	

15.	Not clarifying things they do not know (waiters not caring about not knowing exactly what the customer was saying). Not giving the direct answer to the questions like "Have you finished your job yet?" in a professional context	- as soon as you don't understand something, ask for clarification (asking questions is good!!) - in a professional context, don't provide excuses or reasons, just answer questions as efficiently as possible.
16.	Vietnamese often do not practice active listening. They jump to conclusions when they have a general idea about what we are talking about. Secondly "I don't know" does not seem to be an acceptable reply for Vietnamese. As such, when being asked a question, a Vietnamese may often provide an incorrect or incomplete answer because they don't actually know. This is much worse than saying I don't know because it affects decisions with false information, especially business decisions.	Don't always try to find out how this person can help you. Practice active listening and never jump to conclusions. Use concept checking techniques to ensure effective and efficient communication and to minimize misunderstanding
17.	Taking pictures of me without asking	Asking more about other cultures during small talks
18.	Ignoring when I try to speak VNese	watch a lot of English movies/ series and listen to a lot of English lyrics
19.	Being unfriendly	no
20.	Vietnamese people refusing to help or listen to me	Don't be so scared of foreigners!
21.	Forget about me, speaking Vietnamese with other people in the group	- Try to speak English when there is a foreigner it's ok to make mistake - Try to understand the question before answer
22.	Miscommunication with "Oi" (Australian "Hey") since considered rude; misinterpretation of facial, body language in standard interactions (many seem to be very unfriendly though they might not be so actually)	smile
23.	Persistent sellers, beggars. Being misunderstood when I said "Oi"	Speak more, be more confident. Confidence matters more than ability.
24.	Being too loud in communication, especially in public places.	No.
25.	Not telling the right price when selling	Understanding the different backgrounds of the different countries.
26.	Being friendly on purpose (to sell things)	Listen more carefully
27.	many people try to sell things and not being nice genuinely	less people asking for money
28.	Patting my belly	
29.	taxis ask a lot	no, we love learning Vietnamese and everyone here speaks English very well
30.	taxis are persistent	no we need to learn Vietnamese since we're in Vietnam!

English Language skills

31.	Pronunciation	Speak not too fast, and clearly.
32.	Pronunciation (Accent)	using more facial expressions and hand gestures so when we don't understand their

33.	Comprehension	pronunciation, we can work it out Gain a broader knowledge of the world
34.	Politeness, lack of listening skills on the phone, often a problem with numbers dates phone numbers etc.	Learn polite intonation Clarification requests Numbers (properly) eg the difference in word stress with 20th and 28th
35.	There may be some issues when my Vietnamese friends have English as a second language.	Just a basic knowledge of English (just the same as I should have to communicate effectively in Vietnam)
36.	not everybody is good in English, so it's difficult to explain certain cultural misunderstandings.	better English
Nothing		
37.		keep up the friendly work, my friend =>
38.		don't be so scared to make mistakes and don't bother too much about phát âm chuẩn. The goal is to be understood, not to sound like Hugh Grant.

	What you like
1.	That they are blunt about things that western people don't talk about like weight
2.	They're interested in you. They ask funny questions like how old you are.
3.	cultural stuff such as exchanging different cultures
4.	I like the openness and honesty and the fact that its not unusual to ask quite personal questions from the get go in a conversation. This opens people up more straight away.
5.	Their perspective on things
6.	often not offended by the sensitive things that Westerners are offended by. seem more comfortable with silences in conversation.
7.	nice, friendly people. Like conversations about learning VNese language and culture.
8.	They're usually friendly
9.	They are generally friendly.
10.	They are very kind, friendly, smiling.
11.	Generally friendly, open, interested in your perspective.
12.	They are very willing to communicate and interested in other cultures.
13.	generally quite friendly and open to me. Even if they seem stern and serious initially, they become very friendly and helpful if they are comfortable and familiar with me. They are very patient when I try to speak Vietnamese and they try hard to understand me even though I don't speak very well.
14.	They often try hard to speak. Friendly.
15.	They are super friendly, with a good sense of humor.
16.	They are always too helpful
17.	asking for directions, very friendly
18.	very nice people

19.	General positivity
20.	General pleasantries
21.	They are funny
22.	Laughing all the time. learning new words.
23.	sense of humor, and the fact that, like other Asian nations, Vietnamese like to have a "getting to know you" period at the beginning of any business conversation
24.	Being focused
25.	Vietnamese are good at listening, they do not interrupt you while you're speaking. They try hard to understand you. I think mostly they are always trying to improve their English.
26.	They are always engaged and like to learn.
27.	they always try to understand
28.	some people seem very interested and are very sincere (some hotel owners I met in small towns), they learn your name
29.	They are SO complimentary when I finally say anything in Vietnamese that is intelligible. Also, people generally have been so receptive to attempt to communicate, whether wanting to practice their English, or just wanting to be helpful and friendly
30.	The appreciation and being surprised that we can speak Vietnamese.
31.	when they are happy as i speak Vietnamese
32.	they're direct; I learn new things
33.	I had to learn to appreciate how direct people are: anh không đẹp trai
34.	They will try to communicate and will try to understand gestures.
35.	They are very welcoming and express a lot with their faces.
36.	Some of the Vietnamese speak English, and they are cheerful and comfortable speaking with them
37.	Lots of good English speakers, people are helpful, friendly and interested in general
38.	I admire how much English lots of people know. I like that any language barrier isn't approached with fear - and you always get there in the end.