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Cross Cultural Communication

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Arctic Ocean
Greenland Sea
Kara Sea
Laptev Sea
Beaufort Sea
Baffin Bay
Barents Sea
East Siberian Sea
Norwegian Sea
Hudson Bay
Labrador Sea
Gulf of Alaska
North Sea
Sea of Okhotsk
Bering Sea
North Pacific Ocean
North Atlantic Ocean
Med. Sea
North Pacific Ocean
East China Sea
Gulf of Mexico
Caribbean Sea
Bay of Bengal
South China Sea
Arabian Sea
South Atlantic Ocean
Indian Ocean
Coral Sea
South Pacific Ocean
Tasman Sea
It began around here
© 2007 Geology.com

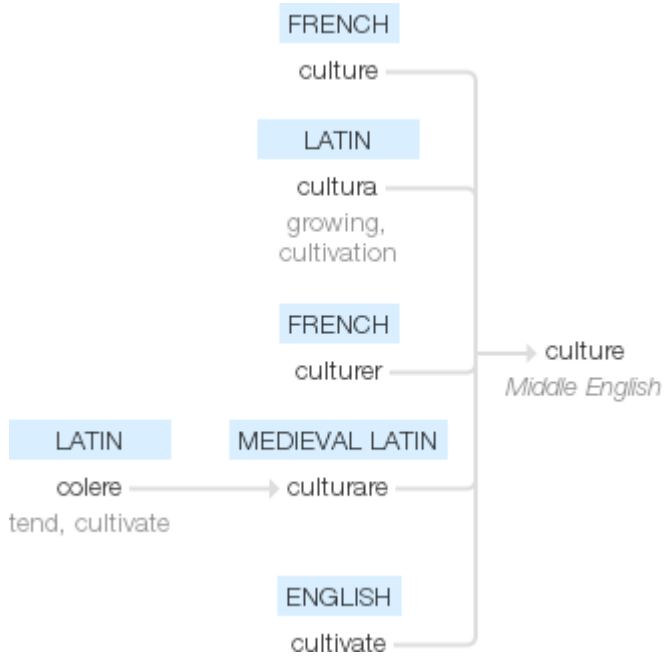
Society

A group of human beings distinguishable from other groups by mutual interests, characteristic relationships, shared institutions and a common **culture**.

Culture

- First appeared in the English language in the 15th century.
- Can relate to the values, norms and beliefs of societal segments.
- Can relate specifically to the performing and creative arts (Bennett, 2001 in O'Regan, 2001).
- Can relate to the lives of past and present generations incorporating play, recreation, arts, sports, festivals, religion, gastronomy, architecture, health, language, traditions, travel and tourism.

(Moss, 2009, p.295)



Communication

- Verbal – spoken, voice, tone, language, accents, colloquialisms, dialect
- Written – formality, tone, language, letters, emails
- Body language – gestures, posture, greetings, first impressions
- Facial expressions – particularly your mouth and eyes
- Very often, indeed most of the time, we will not be consciously aware of the messages we send or receive. Nor will we rationalise the thoughts and feelings they evoke.

The right attitude

- It is good to get along with people if we can.
- It is good to *try* to get along with people if we can.
- The onus is on *you* – and that means *everybody*.

Cross-cultural capability

- is about getting along with people from different “cultures” – and it is worth remembering that this means people of different genders, religions, ages, and ethnicities, etc. as much as it means people of different nationalities.

- is about getting to grips with the many different dimensions to communicating across cultures, it is also about becoming aware of the impacts our personal and professional actions might have on other people (and theirs on us) so that we can make our way in the world as ethically as we can.

(Hind and Moss, 2011)

Culture gap

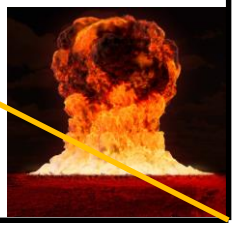
Agreement

Disagreement

Co-operation

Understanding, respecting and accepting each other

Not understanding, respecting and accepting each other

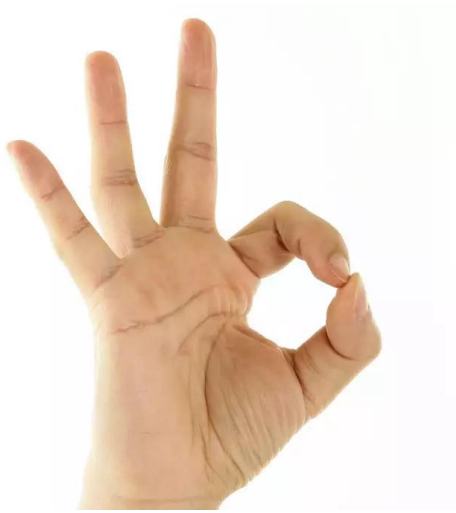


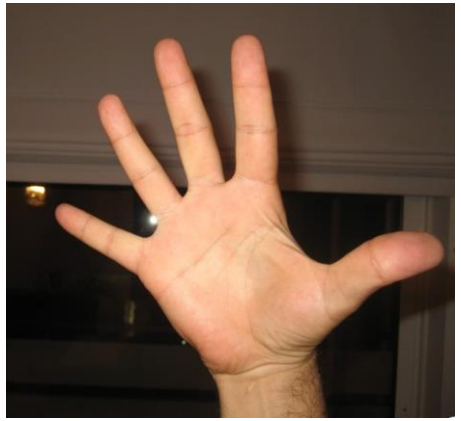
Communication

Hostility

How to become aware

- Education – read about the culture that you are going to interact with, learn about their values, beliefs and most importantly what may cause offence. In life you will learn by doing.





It is important to remember

- Different cultures behave differently – and ‘my’ way of doing it is no better or worse than any other way of doing it.

- Our behaviour will convey a message to the people we are with, and the way the people we are with behave will convey a message to us.

- These messages will affect how we feel and what we think about each other.

Finding common ground is a good starting point

Finally, a question?

- *How will you **think**, **feel**, and **behave** if you are to make your way successfully amongst the complex and often conflicting values, practices, and expectations of the people that you will routinely come into contact with?*
  - Socially, the people you work with, and the people you share a planet with.

(Hind and Moss, 2011)

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- O'Regan, T. (2001) *Cultural Policy: Rejuvinate or Wither*. Professorial Lecture, Griffith University, Queensland, 26 July 2001.