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Society

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



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

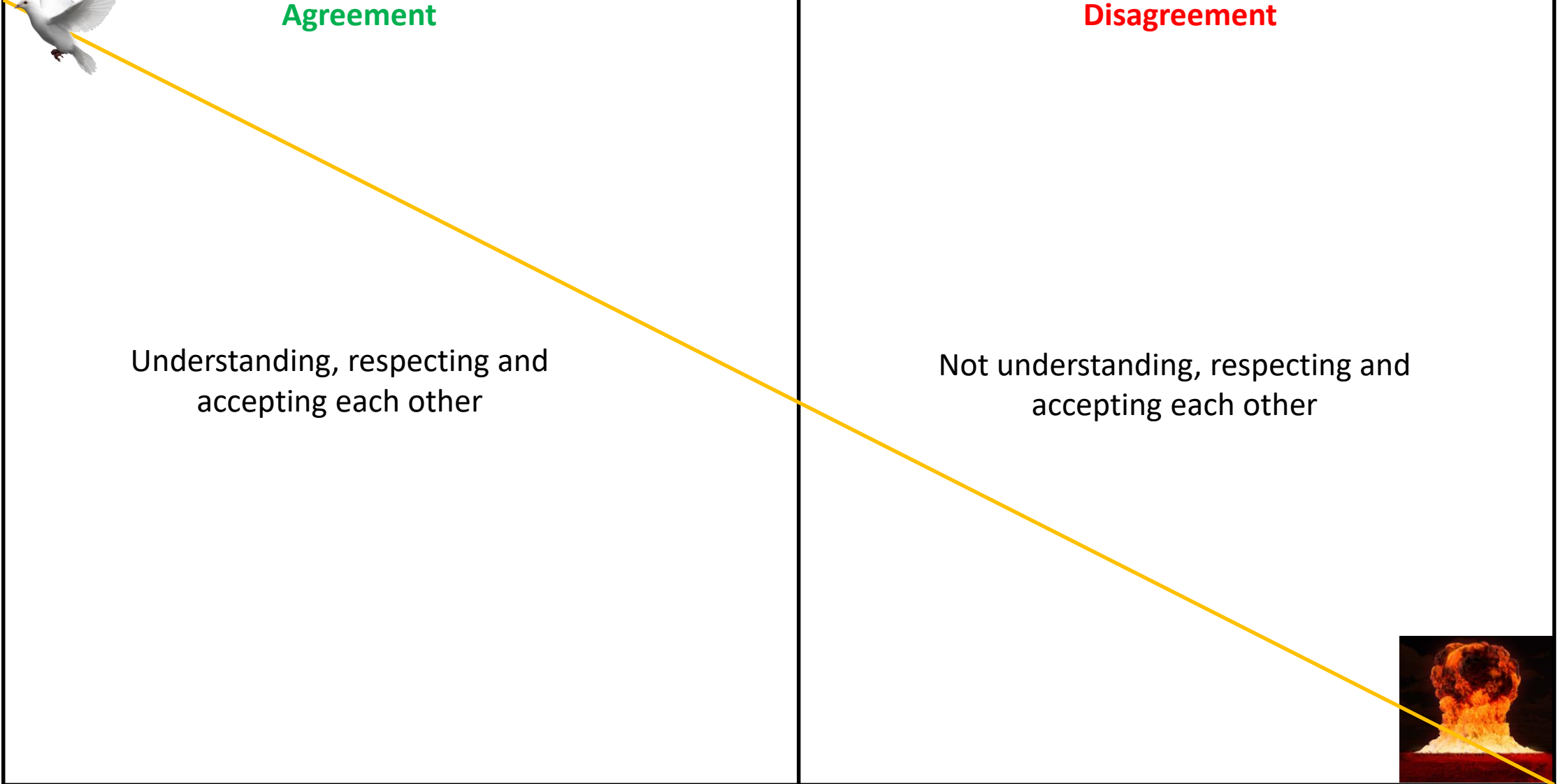
Co-operation

Communication

Understanding, respecting and accepting each other

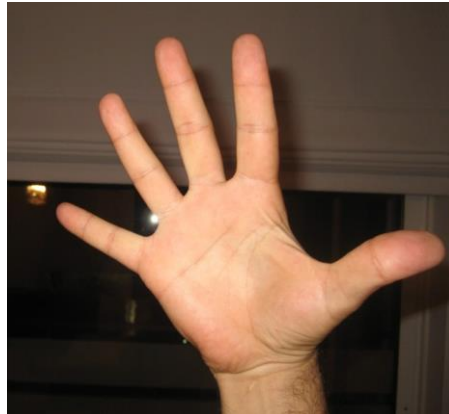
Not understanding, respecting and accepting each other

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)

References

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