Student Affairs JEDI Training: Cross-Cultural Communication

University of Southern Indiana

Spring 2022

How is Cross-Cultural Communication Defined?

"Often referred to as intercultural communication, cross-cultural communication is the study of how individuals from differing backgrounds communicate across cultures".

-O'Donoghue, D. (2019)

Reflexivity and Cultural Awareness

- Reflexivity is the art of looking at ourselves and how we engage and take up space in our interactions with others

- Cultural Awareness is impossible without first understanding who we are in respect to our own culture(s)

What Comes to Mind?

What comes to mind when you hear the word culture?

https://www.menti.com/xuuw23qrcj

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Some Common Cultural Attributes

Work ethic and norms	Gestures
Attitudes toward taboo topics	Gender roles
Personal space	Food and entertaining traditions
Family life	Attitudes toward rules and authority
Eye Contact	Attitude towards gender roles
Greetings	Grooming
Language(s) spoken	Dress

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Self Evaluation

- Before moving forward, I would like us to take a moment and individually complete this assessment form.

https://www.surveymonkey.com/r/CFTSD7B

Breakout 1: Discussion Questions

After completing the survey, please discuss:

- How do you believe you show up/present in spaces that have a diverse group of people present?

- How have you navigated cross-cultural communication in your current role?

- How do you believe your culture has prepared you to engage in cross cultural communication?

- Do you feel that cross cultural communication is beneficial to you in your role? If yes, why? If, no, why?

Why Is Cross Cultural Communication Important?

Why do you believe cross-cultural communication is important to your role as a member of this team?

https://www.menti.com/mg84caht6d

Breakout 2: Discussion Questions

- What do you believe serves as the catalyst to the conflicts you have experienced in your respective roles?

- What barriers exist when unpacking issues that arise from not understanding a culture that is different than your own?

- How can cross cultural communication assist you in resolving conflicts?

- Do you feel that you are able to better resolve conflicts you have with individuals who you share some cultural capital with? If yes, why? If, no, why?

What Hinders Cross Cultural Communication?

- Assigning Stereotypes: this is best described as making general assumptions about a group of individuals based on your limited experiences

- Being ethnocentric/ethnocentrism: This is the inability whether directly or by proxy to accept the differences of others

- Discrimination: Whether intentionally or not, treating someone poorly, or in a way that negatively impacts their existence as individual, is discrimination

Tips

- Listen and engage with the desire to learn and understand
- Avoid questions that may align with stereotypes associated with the individual you are engaging with
- Embrace the notion that communication is fluid
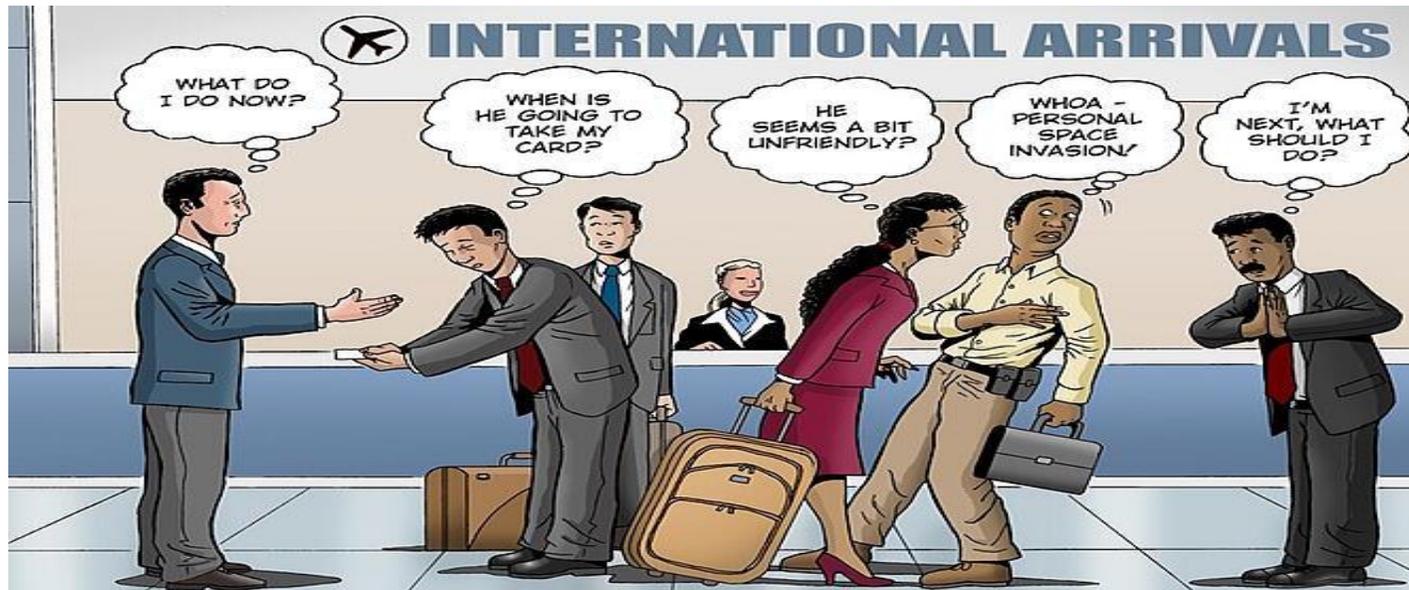
Reference/Questions?

Taken from: Cultural-Competence-Self-assessment-Checklist.jpg (600×730) (sampleforms.com), 2/20/2022

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