Student Affairs JEDI Training: Cross-Cultural Communication

University of Southern Indiana Spring 2022

How is Cross-Cultural Communication Defined?

cross-cultural communication is the study of how individuals from differing backgrounds

Reflexivity and Oultural 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/xuuw23qrc

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

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?

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



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