

Intercultural Communicative Competence Training Programme_ Module 1

Exercises to Improve Intercultural Communication Skills

EXERCISE 12 – Cross-cultural checklist

Key objectives

To identify important cultural information that learners may wish to learn before they go overseas.
 To illustrate the importance of having a framework for understanding the cultures that learners encounter.

Background rationale

This activity is designed to help teach learners to identify what they know (and don't know) about another culture or country. It is a practical activity designed for preparing for real-life cross-cultural encounters through an examination of both similarities and differences.

The purpose of this activity is not to come up with exact information about how to behave during cross-cultural encounters, but to identify some of the areas in which the learner needs to find out more.

Cross-Cultural Checklist

1. Think about another country or culture.
2. Complete the checklist answering: Yes, No or Don't Know to each question.
3. Where you answer Don't Know, how will you find out about the answer to this cultural question?

	Yes	No	I don't know
Non verbal communication			
Should I expect differences in what is thought of as appropriate 'personal space'?			
Should I anticipate differences in the way my counterparts use touch?			
Should I avoid any particular gestures?			
Is there anything particular I need to be careful about in giving or receiving business cards?			
Should I expect differences in the level of acceptable eye contact?			
Do I know what body language is taboo?			
Communication			
Should I anticipate different attitudes about the acceptability of asking personal questions?			

Should I anticipate different attitudes about the acceptability of asking personal questions?			
Should I anticipate different attitudes towards the acceptability of humour and emotions?			
Should I anticipate different attitudes towards the acceptability of interrupting?			
Do I know what type of argument is likely to be most persuasive?			
Should I anticipate a different attitude towards addressing difficult issues directly?			
Do I know what style of feedback is acceptable?			
Should I anticipate different expectations about the expression of anger?			
Should I anticipate different expectations about the expression of criticism?			
Should I anticipate different expectations about the formality of feedback?			
Do I know the range of ways in which disagreement is likely to be expressed?			
Should I expect a different style of conflict resolution?			
Should I anticipate different communication styles to be in use?			
Do I know when to use first names and surnames?			
Should I anticipate different expectations about the use of silence?			
Do I know what professional titles to use?			
Should I anticipate different attitudes towards small-talk?			
Should I anticipate different attitudes towards the importance of saving face?			
Should I anticipate a different use of tone or pitch when speaking?			
Should I expect different attitudes towards displays of affection?			