Culture and Communications

In your National group think about the forms of communication that you think are considered acceptable in public

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Relationship | **Greetings**  (what is the appropriate gesture, exchange of words, and in what order etc) | **Eye contact** | **Touch** | Changes that may have taken place in the past 20 years/ generation |
| Husband and Wife |  |  |  |  |
| Unrelated man and a woman |  |  |  |  |
| Non related elder and child |  |  |  |  |
| Two men  Two women |  |  |  |  |
| Boss and employee |  |  |  |  |
| Work colleague |  |  |  |  |
| Doctor (or other professional) and patient (or other service user) |  |  |  |  |

**Cross-Cultural communications**

**Notes for facilitators**

**Exercises: 1 25 minutes**

**Story of our names**:

Participants are asked to share the story of their name with the group with the following prompts

* My name
* How my name was chosen for me
* Who chose it for me
* Was there any special ceremony or ritual at which my name was given

Allow each group member (including facilitator) 2 minutes to tell their story

**Questions for reflection** *(for example)*

What do our names and how they are given to tell us about our cultures?

What are the similarities?

What are the differences?

What changes if any have taken place in the way names are given?

***Prepare one or two comments for feedback to the main group***

**Exercise 2**

**Culture and communications 30- 40 minutes**

**Part 2**

Participants move back into the mixed groups with completed handouts from National group.

Facilitator leads a discussion around the similarities and differences in theses aspects of communication in the different cultures represented

Allow each Nationality represented to explain the customs and behaviours from their own culture

**Topic 1:** Reflect on this experience by leading a discussion around

What is similar?

What is different?

What has changed?

**Topic 2:** Discuss how these similarities/ differences might influence cross-cultural communications

***Prepare 2- 3 points on topic 1 and 2 for feedback to the main group***