

Cross Cultural Communication NV Training



Why do we communicate?



- To inform
- To develop relationships
- To learn and understand mutually
- ...

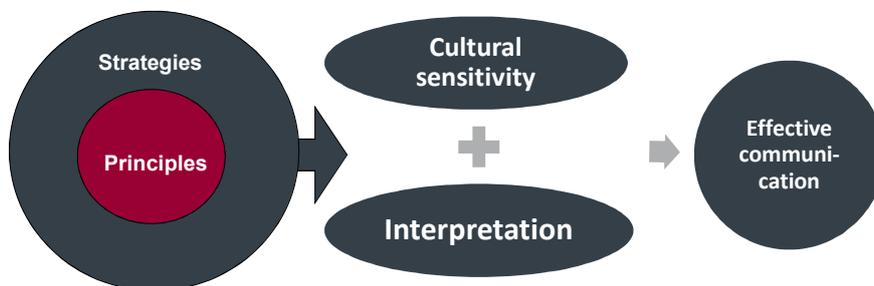
Cross-cultural Communication



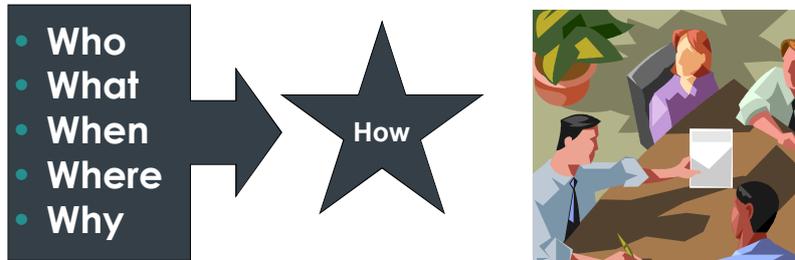
What is 'cross-cultural communication'?

Why consider it?

Cross-cultural Communication and Effective Interpretation



Key Factors about Communication



- ✓ A two-way process
- ✓ Verbal and non-verbal languages

How do we communicate?



- Communicate to the rest of the group an important piece of information about yourself; what you did last night and your current mood **without using words**.



About Culture

A shared systems of:

- Symbols
- Beliefs
- Attitudes
- Values
- Expectations
- Norms of Behaviours

- Anything else?



Cultural Differences & Sensitivities

Discuss:

- What cultural differences do you expect/did you experience in your placement?
 - Who were involved?
 - Any cultural differences/sensitivities reflected?
 - Any impact?

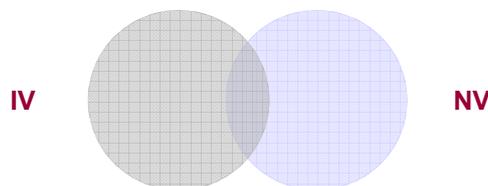


Language Structure

- Double negatives (You don't know XXX, do you?)
- Round the houses (do something in an inefficient way when there is a quicker, more convenient way).
- Do you want this or that? Yes.
- What else?

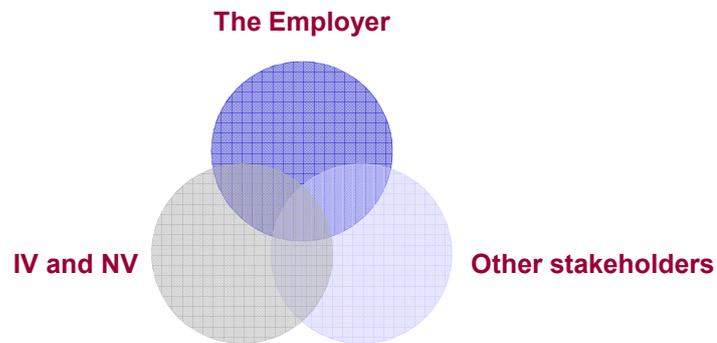


Key relationships:



**What are the potential Challenges?
How can we address these?**

Key relationships engaged in the communication in placement:



**What are the potential Challenges?
How can we address these?**

Don't shoot the messenger!



- Sometimes conflicts or misunderstandings can occur. What are the challenges for the interpreter here? [Discuss]
- Managing talk at high speed.
- Accurately reflecting potential personal emotions.
- Crossing cultural boundaries on both sides.
- Passing the information and not being mistaken for the person saying it.
- Not trying to build or save relationships.



Cultural Differences

May exist between:

- Western and Eastern cultures
- Different Western cultures
- Different Asian countries
- Urban and Rural cultures
- Different Organisational cultures (governmental, corporate, non-governmental)
- Different roles (being a student and a professional)
- Ages
- Exposure to media and other cultures



Two principles before we move on:

A: Non-judgemental

B: There are always exceptions





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- When talking about foreigners or foreign countries, what/who would come up first in your mind?
 - What is your impression about foreign people and foreign countries?

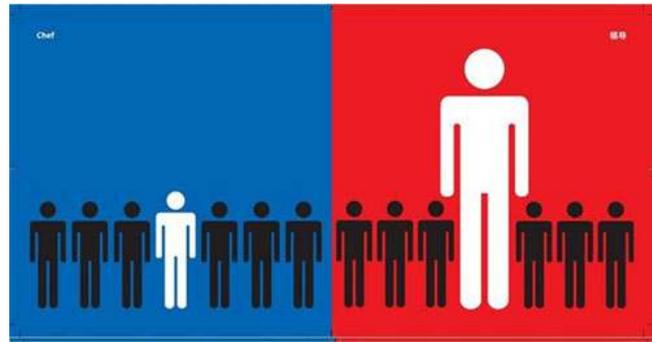


We are going to talking about...

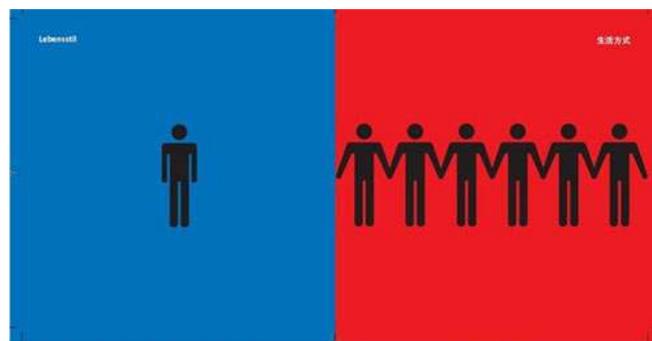
- Leadership
- Individual and group
- Personal space
- Entertaining guest/host
- Direct and indirect
- Relationship and time
- Eating and table manners
- Other differences



Leadership



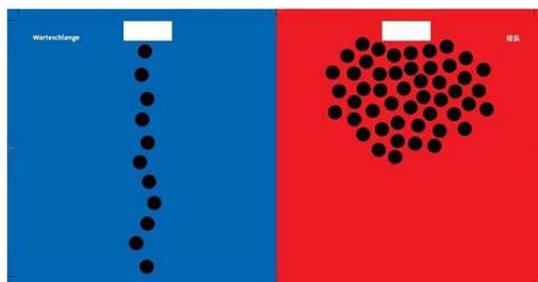
Individual and Group



Personal Space

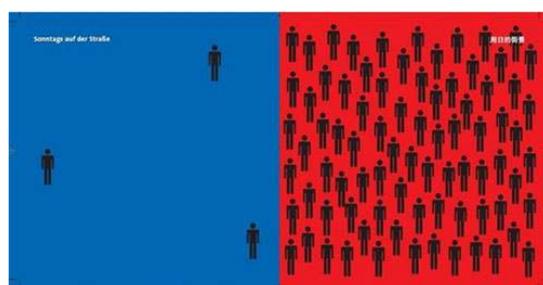


1. People in every culture need certain amount of personal space, but not everyone draws the line at the same place.
2. Western people need a larger personal space. They don't stand or walk together as close as people usually do in China.



In queue

Weekend on the street





Entertaining guest/host

In the eyes of many foreigners, Chinese are the **best** hosts (very hospitable) and the **worst** guests in the world.

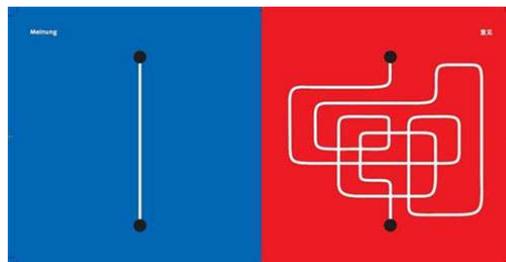
Different concept of host-guest relationship.

- ✓ If you don't smoke, will you allow guest to smoke in your room?
- ✓ Which gift will be better appreciated: an expensive one or one that is self-made/cheap but meaningful?



Direct and indirect

When a Westerner say no, he/she normally means **NO!** (being implicative)





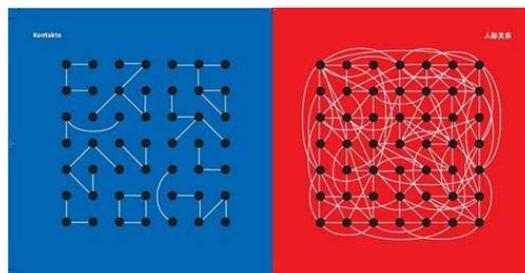
Direct and indirect



Relationship and timing

Chinese tend to be relationship-oriented (guanxi 关系), western people are usually more time/result-oriented. People are taken out to meals, offered drinks sometimes with a lot of pressure, LG4 and showed around. Western people come to the point very quickly.

Cost, quality, time of delivery, service versus special relationship.



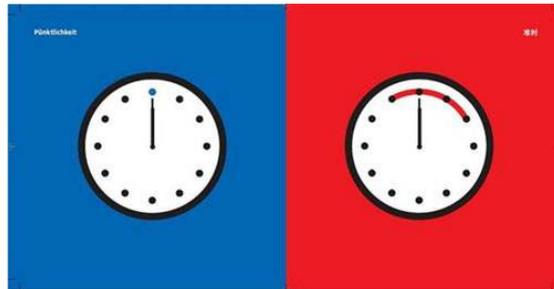
Slide 24

LG4 not too sure what you mean by this, but it will be ok as you will be explaining the slide
Laura, 16/02/2011

v5 is there any impact to the volunteer?

vso, 17/02/2011

Relationship and timing



Eating and table manners

Seat sequence/order not important in the West.

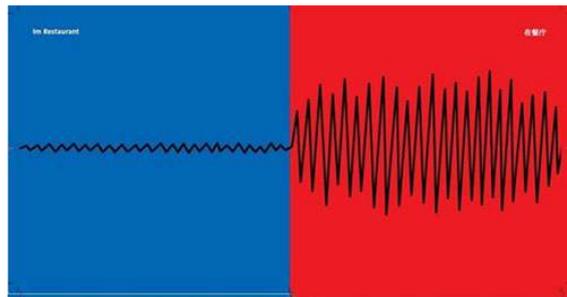
Eating with your mouth closed and not making any noises versus noodle slurping and spilling on the table and floor.

Chopped up food (chopsticks) versus food to be cut (knife and fork).

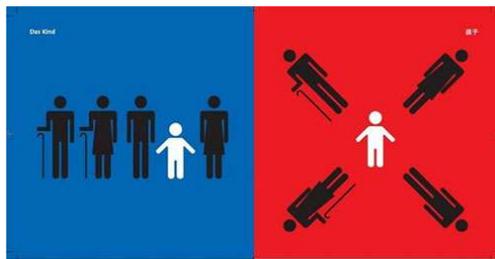
Finishing your plate versus leaving some food.

Eating and table manners

Noise in restaurants (drinking games) versus quietness.



Other differences



Child and the elderly





More differences

- Often Western people prefer to go somewhere more 'neutral' - like a café or restaurant, particularly where a business discussion is involved. Each person paying for what they have consumed, or splitting the bill equally is usual custom.
- If the host doesn't smoke [in the home] then guests would be considered more polite if they smoked outside.
- Western people do not usually ask about salary, marital status, age etc - instead they will ask more subtle questions that may lead to the same information being exchanged. Western people don't comment on each other's physical appearance.
- If a Westerner is caught staring at someone, they will usually look away quickly and expect others to do the same.



- Nervous giggles - although a sign of your discomfort, a Westerner may experience it as you not taking them seriously.
- When visiting, a Westerner would usually see you to the door and give you a hug or kisses if they know you well, or a handshake if its more formal. If its informal but they don't know you well, they'll probably wave goodbye to you.
- If a Westerner says 'no' - they usually mean 'no' - you can offer once more to see if they are being polite, but usually they will take something offered if they want it. Persistent offering may make them feel pressured to take something they don't want.



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- Westerners tend to like to make a plan in advance. Even if that plan changes - last minute dinner plans aren't usual unless you know the person really well or just meet them in the street.
 - You would usually ask to take a photo - I'm sure they will say yes!



Culture Shock and adjustment

- During the first few weeks and months, an individual may experience Culture Shock [even without realising it] which may effect them and the way they communicate and react to things.
- Even after time, many different emotions may rise which greatly effect the individual and the way the communicate.



Allowing time

- It may take a while for the IV to readjust their expectations about what can be achieved in a session. Time taken to translate and clarify can be far more than anticipated and this can cause frustration on all sides, especially if information is rushed. An open dialogue for discussing these difficulties is ideal.



Case Study: NV Diary

- 24th August, a beautiful day!
- It's my first day at placement. My employer was busy so I did get to meet her.
- The IV I am working with is really friendly. He told me a lot about the organisation and we discussed about my role and my work plan. He also said we would plan our work on a weekly basis. It's very different from my previous experience. I think I like it. 😊



Case Study: NV Diary

- 28th August, cloudy!
- 3 PM, my employer asked me to tell the IV to come and meet with 2 visitors from government. My IV really hated such last-minute notice. He asked me what the meeting was about. What I could tell was the visitors were waiting and I was not told anything else about it.



Case Study: NV Diary

- 28th August, cloudy!
- We went for the meeting. I was so nervous. I couldn't catch up with their fast speed conversations and didn't know how to translate all those complicated government slogans. Honestly I found a lot of their discussions empty and leading to no conclusions.
- My IV kept asking me "what did they say", which made me even more nervous. Obviously he was upset by my answers - "I didn't really know what they are talking about and they didn't seem to come to any conclusions ..." and at the end of the day the IV went home without saying goodbye.
- Is interpretation really something that I can do?



Cast Study: NV Diary

- 29th August, it started to clear up!
- My IV had a chat with me first thing in the morning. He said he was sorry for what happened yesterday. We agreed to try and prepare ourselves as much as we can next time and give each other feedback at end of each activity. We would also share with our employer and other colleagues about how we could work together on overcoming language barrier.



Case Study: NV Diary

- 19th September, a little windy!
- I was feeling upset these days. I was a little uncomfortable with 2 of my colleagues who would usually ask me to pass on messages to the IV while IV thought it was ridiculous.
- There was some tension between the IV and one colleague at today's team meeting. The colleague's feedback to the IV was very direct. She was saying that even though she didn't understand English, she could tell the IV had little confidence in his Chinese colleagues and didn't think they could do well. A lot of the time the IV was like an outsider rather than a member of them. I didn't interpret what this colleague said exactly. I was hoping to help improve their relationships by holding back some information.



Case Study: NV Diary

- 19th October, a little windy!
- All commitments the office made to the IV regarding support with his accommodation in the end all became my duties. I am wondering whether I should stop helping the IV pay his telephone bills. Simply I don't know if I can say no.



The Role of an Interpreter:

Is:	Is NOT:
The Voice and ear of an IV.	The Spokesperson of an IV.
To objectively and accurately interpret messages.	To tailor the messages to avoid conflicts.
A source of information and advice to an IV on local cultural understanding.	Responsible for any misunderstanding arose in communication. Although checking and rechecking is vital ['Filling in the gaps' can cause many problems].
To facilitate communication among different stakeholders.	To facilitate relationship among different stakeholders.
A bridge of communication.	A messenger.



Practicing Interpretation

- What could the NV do?
- What could the IV do?



Tips on Note-taking

- Do's
- Don'ts



Some more tips

- Writing notes to prevent interruption.
- Going back and extending notes afterwards.
- Represent the IV during long meetings.
- Familiarize yourself with material and feel free to elaborate on agreed subjects [requires prep with IV].
- Having a shortcut code between IV-NV - saves valuable time.
- For terminology use sites like Wikipedia to explain.



Share your experiences

- Are there any questions or things you'd like to share that you think would help others?

Thanks very much!

