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What I Said and What I Meant: Cross Cultural Communication

Institute of Translational Health Sciences

Rosetta Eun Ryong Lee
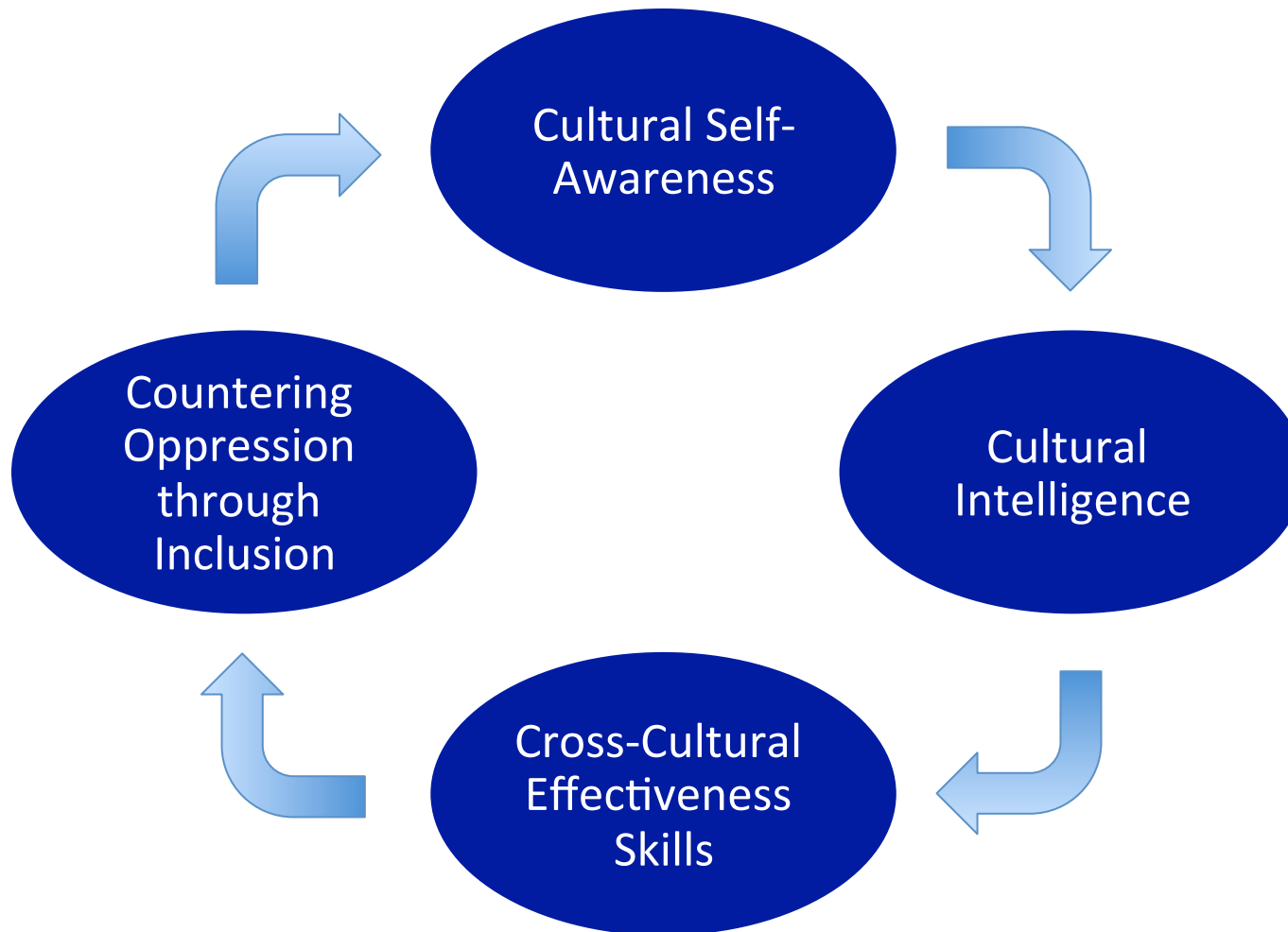### Seattle Girls' School

SGS

SEATTLE GIRLS' SCHOOL

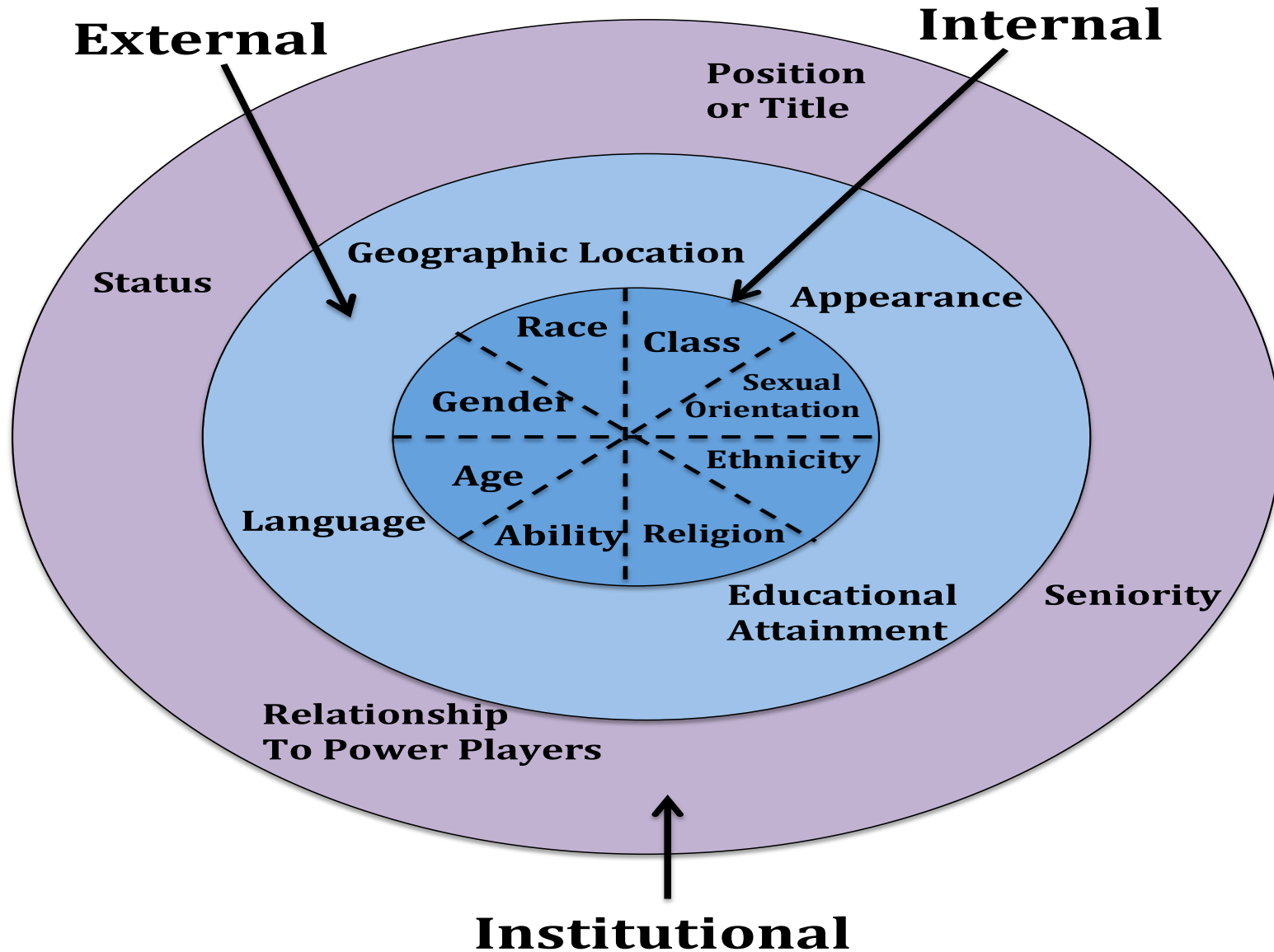Rosetta Eun Ryong Lee (http://tiny.cc/rosettalee)

Agenda

- **Cross Cultural Communication**

- **Cultural Identifiers, Power, and Communication**

- **So What? Now What?**

The Jones Model of Cultural Competence

Rosetta Eun Ryong Lee (http://tiny.cc/rosettalee)

Dimensions of Identity and Culture

External

Internal

Position or Title

Status

Geographic Location

Appearance

Race

Class

Gender

Sexual Orientation

Age

Ethnicity

Language

Ability

Religion

Educational Attainment

Seniority

Relationship To Power Players

Institutional

Rosetta Eun Ryong Lee (http://tiny.cc/rosettalee)

Cross Cultural Communication

- **What is it?**

- **How is it Different from Intercultural Communication?**

- **CCC Theories**
  - **Face-Negotiation Theory**
  - **Conversational Constraints Theory**
  - **Expectancy Violation Theory**
  - **Anxiety/Uncertainty Management Theory**
  - **Communication Accommodation Theory**

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Dimensions of Variability

Individual - Collectivistic

Low Context - High Context

Task - Relationship

Low Uncertainty - High Uncertainty

Vertical - Horizontal

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Factors that Influence

- **Personality Orientation**

- **Individual Values**

  - Allocentric

  - Idiocentric

- **Self Construal**

  - Independent

  - Interdependent

- **Individual Socialization**

- **Cultural Norms and Rules**

Cultural Values Norms, and Rules

- **Values**

- **Value Priorities**

- **Norms of Behavior**

- **Non-Verbal Communication**

Cultural Value Differences

RELATIONAL	
Individualism *self-reliance, independence* (selfish)	**Collectivism** *group interdependence* (mindless follower)
Informality *directness, give and take discussion* (rude and abrupt)	**Formality** *indirectness, protect "face"* (stiff and impersonal)
Competition *individual achievement* (egotistical, show-off)	**Cooperation** *group achievement* (avoiding doing work or taking responsibility)
AUTHORITY	
Egalitarianism *fairness, belief in equal opportunity* (being picky, on a soapbox)	**Hierarchy** *privilege of status or rank* (power hungry or avoiding accountability)
TEMPORAL	
Use of Time *"Time is money"* (doesn't get the important things in life)	**Passage of Time** *"Time is for life"* (lazy and irresponsible)
Change/Future *Adaptability ensures survival* (muckraker, stirs up trouble)	**Tradition/Past** *Stability ensures survival* (old-school, afraid of change)
ACTIVITY	
Action orientation *"Make things happen"* (rushes without thinking)	**"Being" orientation** *"Let things happen"* (indecisive and slow)
Practicality *Efficiency is always best* (impersonal and unscrupulous)	**Idealism** *Always maintain principles* (naïve and impractical)

Rosetta Eun Ryong Lee (http://tiny.cc/rosettalee)

Discussion: My Style

In hearing about communication and value differences, what would you describe as your cultural communication style? Have you noticed stark differences compared to others?

10:00

Identifiers, Power, and Communication

Internalized Oppression/Dominance

Stereotype Threat

Accumulated Impact/ Microaggressions

Code/Mode Switching

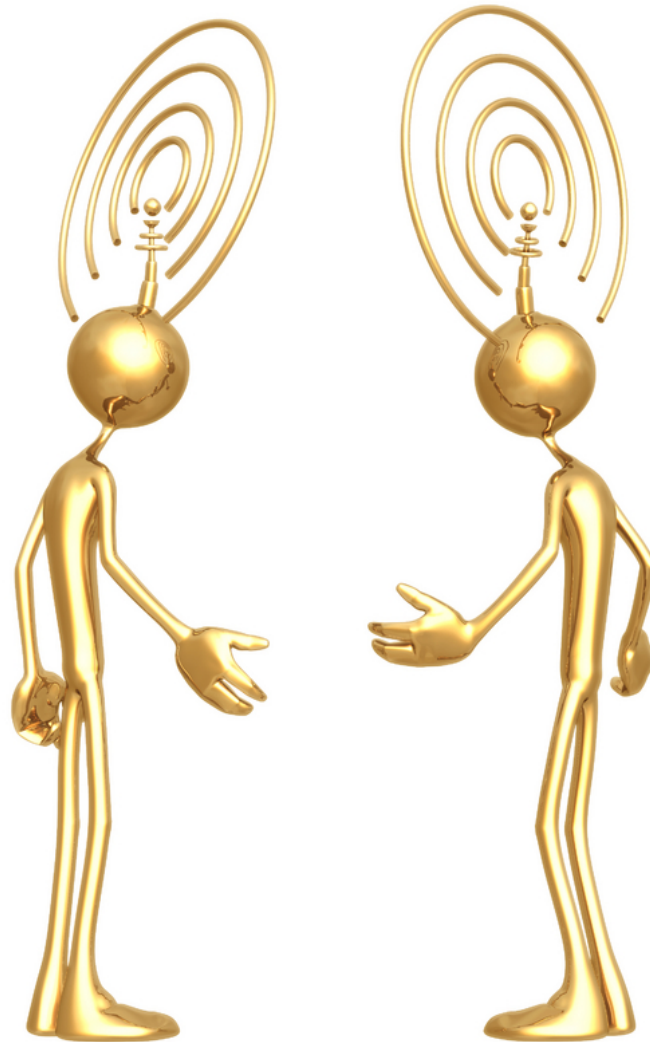**Fish Seeing the Water**

"Normal" versus "Good"

"Intent" versus "Impact"

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So What? Now What?

Assumptions and Interpretations

- **Mental Models**
- **Ladder of Inference**

  Belief

  Conclusions

  Selective Data

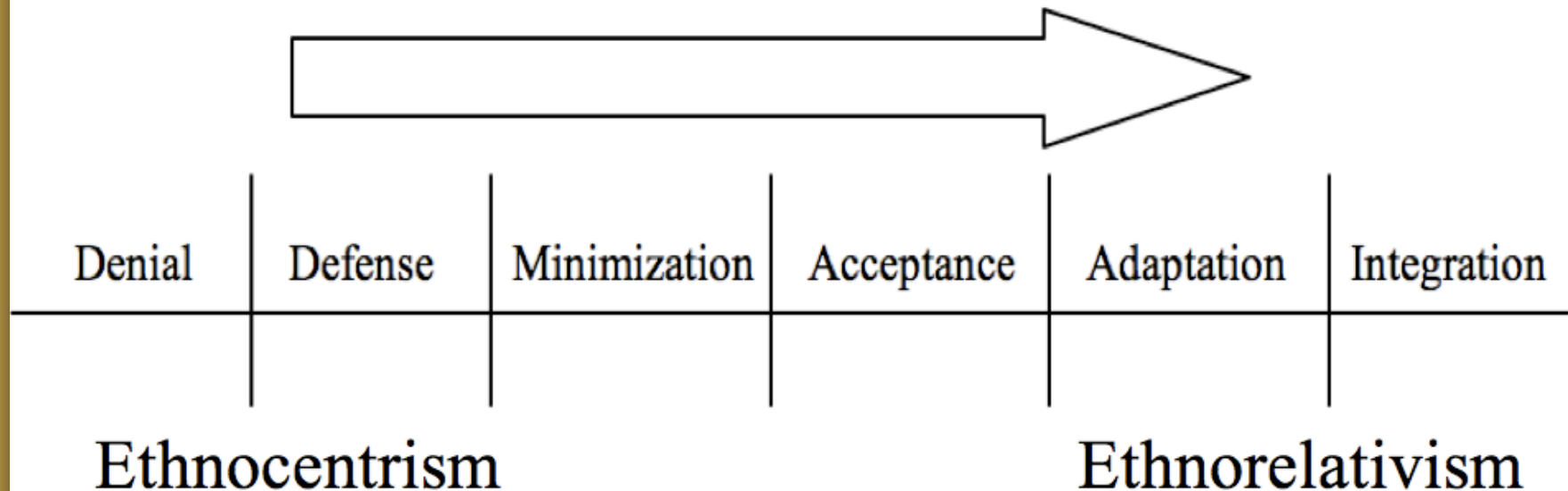 **Observable Data**

- **Tools of Action**

Checking Assumptions and Interpretations: Steps to Analyze

1. What did you see/hear (raw data)?

2. What are your personal filters (cultural values, norms, and identifiers)?

3. What was your interpretation of what you saw/heard (inference)?

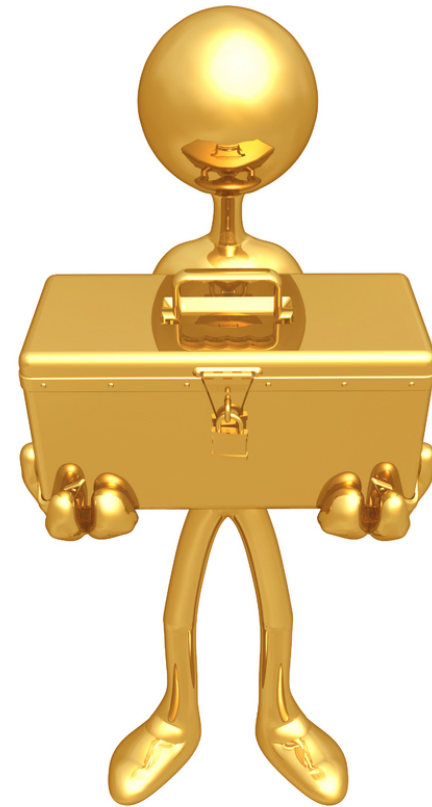4. How did you feel as a result?

5. What do you want?

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Developmental Model of Intercultural Sensitivity (DMIS) Schematic

Experience of Difference

| Denial | Defense | Minimization | Acceptance | Adaptation | Integration |

Ethnocentrism   Ethnorelativism

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Discussion:
How Will I Apply All This?

05:00

Cultural Effectiveness

"To be culturally effective doesn't mean you are an authority in the values and beliefs of every culture. What it means is that you hold a deep respect for cultural differences and are eager to learn, and willing to accept, that there are many ways of viewing the world"

Okokon O. Udo

Presenter Information

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Communication Resources

- "Stereotype Threat" by Joshua Aronson

- Brenda J. Allen, *Difference Matters: Communicating Social Identity*

- William Gudykunst, *Cross-Cultural and Intercultural Comunication*

- Milton Bennett, PhD, *Intercultural Communication Institute* www.intercultural.org

- "Non-Verbal Communication Across Cultures" by Erica Hagen, *Intercultural Communication Resources*

- Thiagi.com

- Thrive! Team Dynamics

- http://www.analytictech.com/mb021/action_science_history.htm

Miscellaneous Resources

- Karen Bradberry and Johnnie Foreman, "Privilege and Power," Summer Diversity Institute, National Association of Independent Schools, 2009

- Po Bronson and Ashley Merryman, *Nurture Shock*

- Kevin Jennings, GLSEN (Gay Lesbian and Straight Education Network) www.glsen.org

- Allan G. Johnson, *Privilege, Power, and Difference*

- Johnnie McKinley, "Leveling the Playing Field and Raising African American Students' Achievement in Twenty-nine Urban Classrooms," New Horizons for Learning, http://www.newhorizons.org/strategies/differentiated/mckinley.htm

Michael J Nakkula and Eric Toshalis, *Understanding Youth.*