

This is a free and abridged version of the resources for this chapter.

Chapter 5 Additional Resources

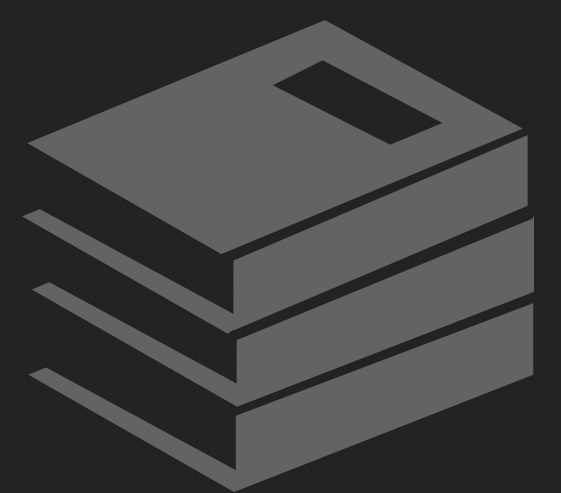
Self-Development

Cultural awareness is a journey and does not end here!

There are a number of things you can do to help you communicate & work more effectively with people from other cultures.

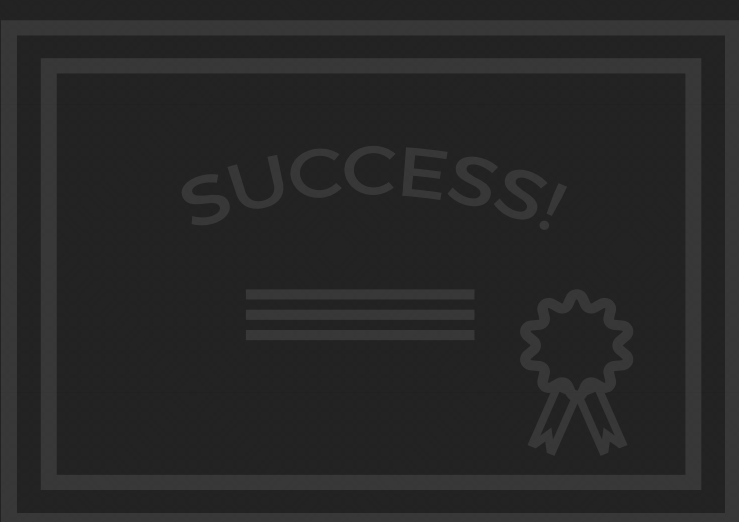
Below we have presented some final tips for your consideration.

Build your cultural knowledge. If you work closely with particular cultures, learn the way people from these cultures communicate, from greetings to gestures and non-verbal behaviour (for example, speaking distance, eye contact, and physical contact). Build your knowledge by observing others, talking about different traditions and from other sources such as books and the Internet.



If you find yourself frustrated or offended by what someone says, take a step back from the situation. It's good to get into the habit of asking, 'Could this be a difference in communication style?' If so, the person's intentions are probably good ones. Knowing this, can help you to not to take things personally.

Learn to see and respect the other person's perspective. We all have preferences for what we like and dislike when it comes to communication—and we tend to make quick judgements about people based on these preferences. The challenge is to stay open to other ways of communicating. One of the best ways to do this is to simply ask yourself, 'What would I be thinking if I were the other person right now?' This can help you limit the influence of your own preferences.

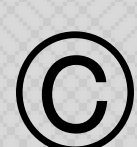


Be patient with yourself and don't be afraid of making mistakes. Few mistakes damage or threaten relationships. As you develop your intercultural skills you will know how to do things better next time.

Free Self-Study Guide

If you would like more learning resources around the topic of **cross-cultural communication**, then we have a free self-study guide available for download.

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