

Interactive workshop:

Communication – Facing the Reality: How culturally sensitive are we?

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International Students have to constantly interact with the wider community of the host country beyond their educational institutions. These may include ethnic, religious and sporting communities, essential health and safety services, local town councils as well as accommodation and other service providers. It is reported that this cross cultural interaction has not been smooth due to the communication gap.

Communication is an interactive process. Effective communication has a huge influence on one's relationship with others. Miscommunication may lead to conflict, or aggravate conflict that already exists.

Do others hear and understand what I am trying to say?

Are they listening well?

Am I listening well in response?

Do their responses show that they understand the words and the meanings behind the words I have chosen?

Is the mood positive and receptive?

Is there trust between them and me?

Are there differences such as our world view that relate to ineffective communication?

As individuals we have to consider the above questions when we are engaging in cross-cultural communication.

During this **interactive workshop** the participants will explore these questions to establish that the effective cross-cultural communication requires

- **Awareness** of the differences of social behaviour and assumptions between cultures
- Developing **knowledge** about differences of people from various parts of the world
- Developing **skills** needed to communicate effectively with people from various cultural backgrounds

Furthermore the participants will have the opportunity to identify the skills required and discuss strategies which could help to develop the skills for effective cross cultural communication.