

Welcome!

Who is here?

- Name
- Pronouns
- Year
- What do you hope to get out of this?





All communication is cultural

Questions for effective communication:

- 1. Do they hear and understand what we are trying to say?
- 2. Are they listening well?
- 3. Are we listening well in response?

Cultural Fluency:

awareness of the ways cultures operate in communication and conflict, and the ability to respond effectively to these differences.

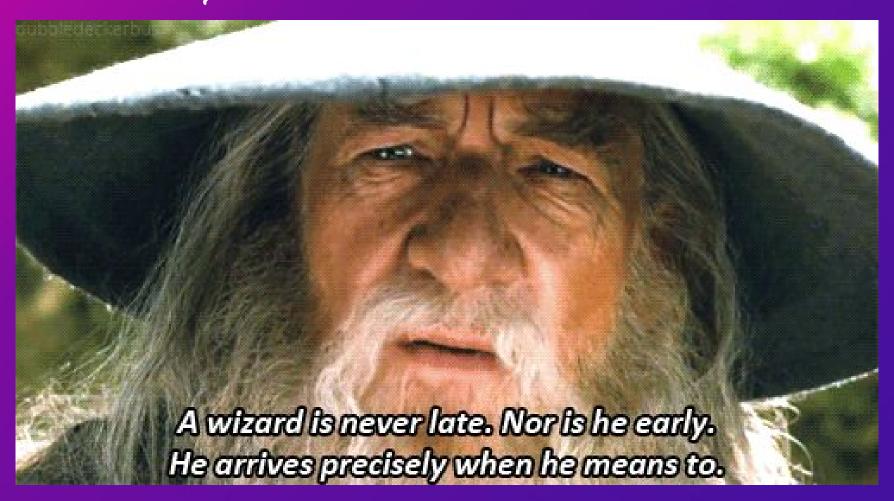
Verbal and Nonverbal Communication



Face and Face-Saving



Space and time



Fate and Personal Responsibility





"...One's own culture provides the "lens" through which we view the world; the "logic"... by which we order it; the "grammar" ... by which it makes sense.'

- Kevin Avruch and Peter M. Black, Anthropologists Assertive communication

Defining Assertiveness

"Expressing personal rights and feelings."

- An attitude and a way of acting in any situation where you need to:
 - express your feelings
 - o ask for what you want
 - say no to something you don't want

Acting assertive means...

- You stand up for your rights in such a way that the rights of others are not violated.
- You can disagree with someone openly.
- You can ask for clarification.

Tips for Effective and Assertive Communication:

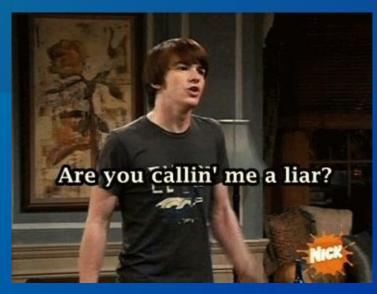
- Use "I" statements when you want to talk through issues with someone.
- Effective communication is always about understanding the other person, not about winning an argument or forcing your opinions on others.
- Get to know yourself better. Value yourself.
- Practice assertiveness in lower risk situations to start with to help build up your confidence.
- Empathetic assertion recognize the other person's situation or feelings, then state your needs or opinion."



https://youtu.be/LuAek8ldRVc









This may be how you react to problematic statements but....

Try this instead:

- First, think about what was said and why you believe it to be problematic.
- Did this person mean to be harmful or problematic when they said the statement?
 - Is the person or group worth it?
- If you choose to interject remember to be calm and respectful in your response.
- Before giving your view ask why they believe their statement to be true
- Then offer your viewpoint
- Remember they may not accept your point of view but being able to stop the problematic statement is still a win.

Some Takeaways

- We are going to come across people who have different views and cultures no matter what.
- We have to be mindful of our differences and our approach
- Listening is key!
- When faced with problematic statement do not jump to anger try to understand their side and then explain yours!
 - Destructive v. Constructive



Come visit us at the IME office
Join us for R&R tomorrow at 4pm
Our last wokeshop for fall semester will be
in two weeks!