

# CROSSCULTURAL COMMUNICATION

## Use cross-cultural

communication when you are **speaking** with, **listening** to or **writing** for someone who speaks a **different language**, or who has a different cultural upbringing. This way, you can avoid misunderstanding and **unnecessary conflict**.



### TRANSLATION CHECKLIST

- look at the person you are communicating with
- speak slowly
- make notes
- use pictures, body language and gestures
- speak at a normal volume
- enunciate
- be clear!

### CROSS-CULTURAL COMMUNICATION CHECKLIST

- be willing to put in a lot of time and effort
- in meetings choose a location with minimum noise distraction
- use visuals(charts, handouts, drawings,)
- don't use slang
- use simple language
- get to know different behaviors
- be aware of racism and discrimination
- be aware of your own positions and privilege
- know yourself and your biases
- stay open-minded and patient

