

## Task sheet 2 – Communication types

Name of the creator of the material	Gert Hurkmans
Title of the lesson plan / task sheet	Communication types
Targeted 21 <sup>st</sup> century skill	Communication
Brief description of the competences the students will learn (including, for example, which scientific theory is based on)	-To enable learners to reflect on some of the typical communication styles commonly encountered in their own and other cultures. -To explore some of the potential misunderstandings that may occur when individuals with different communication styles interact
Specialty/target group (if applicable)	Adults with a different background who have to work on a mutual task during a vocational training.
Learning outcome(s) for the vocational profession	The way in which we communicate can differ considerably from culture to culture. This activity identifies some important areas in which paralinguistic (volume, speed of speech and so on), extra-linguistic (gestures, eye contact, touch, physical proximity and so on) and communication styles (direct versus indirect, and so on) differ across national boundaries. It asks learners first to identify the particular approach to communication that predominates in their own and other cultures, and then asks to reflect on the possible consequences when individuals with different approaches in each area interact.
Tools needed for this lesson plan/ task sheet (if applicable)	Exploring Communication Approaches' handout
Approximate time to complete the task	60 min
Suggested more comprehensive methodical guide for doing / carrying out the task (for the teacher or student)	Research suggests that the way in which each of us thinks and acts at work can be influenced by the attitudes and values in the cultures to which we belong. When we come into contact with people from different cultural backgrounds we can sometimes encounter workplace behaviour that does not match our assumptions and expectations. We can sometimes even misinterpret other people's workplace behaviour and make incorrect assumptions based on our own cultural background. This can result in confusion, misunderstandings and even conflict. The exploring communication approaches' handout is been designed to help you identify some of the ways in which your communicate with people with an other cultural background.

- Warming up	Provide each pair with a copy of the 'Exploring Communication Approaches' handout
- Explanation for the students at the start	Work through each element, comparing and contrasting the learner's culture with another country or culture.
- Task description for the students	<ol style="list-style-type: none"> <li>1. Read each of the following pairs of descriptions.</li> <li>2. Decide which descriptions is more like your country, A or B.</li> <li>3. Think of another culture or country of interest to you. Does it come closer to type A or type B?</li> <li>4. Choose one or two statement pairs that interest you. Can you think of any misunderstandings that might arise when people from cultures more like A, communicate with people from cultures more like B?</li> </ol>
- Additional activities for the students	<p>Where you have identified important differences in communication styles between you approach and that of people in the culture or country of interest to you, consider...</p> <ul style="list-style-type: none"> <li>· Are these differences important?</li> <li>· How might these differences become apparent in the working environment?</li> <li>· How might people from that country or culture perceive your approach?</li> <li>· What challenge do these differences present?</li> <li>· In what ways might you adapt your communication to manage and overcome these cultural differences</li> </ul>
- Extra resources for learners	<a href="https://www.salto-youth.net/downloads/4-17-1789/Booklet%20Intercultural%20Communication%20Resource%20Pack.pdf">https://www.salto-youth.net/downloads/4-17-1789/Booklet%20Intercultural%20Communication%20Resource%20Pack.pdf</a>
- Self-reflection for students	Let the students write about their experiences after this exercise
- Feedback on the solution (if applicable) / Possibility to check	The teachers survey how the students use the educational tools and coaches the group if necessary. The students subsequently rate (on a scale of 1=none to 5=excellent) how often they used these tools.
License information (if we have a general one on the website, it is not necessary separately for each educational material)	None

### **'Exploring communication approaches' handout**

	A	B
<b>1</b>	In some countries, people tend to talk quite quickly, frequently interrupting others in order to get their ideas across	In other countries, people tend to talk in a slow and considered way, rarely interrupting other people when they are talking
<b>2</b>	In some countries, people tend to talk quite loudly and are not particularly concerned if people they do not know overhear their conversations.	In other countries, people tend to be more soft-spoken, and take care to ensure that they do not talk so loudly that other people can hear their conversation
<b>3</b>	In some countries, people use many physical gestures (such as smiling a lot, waving their arms or banging the table) to emphasize what they are saying and to communicate important ideas and feelings.	In other countries, people do not often use many physical gestures (such as smiling a lot, waving their arms or banging the table). Instead, they use words and their tone of voice to communicate important ideas and information
<b>4</b>	In some countries, demonstrating interest in what other people have to say means maintaining good eye contact with them when they are talking.	In other countries, demonstrating respect for other people means trying to avoid too much direct or close eye contact while they are speaking
<b>5</b>	In some countries, even people who do not know each other very well will hold hands, embrace, place their arms around each other's shoulders, or touch each other on the arms	In other countries, people are taught not to touch other people they do not know, and will try to avoid physical contact with strangers wherever possible.
<b>6</b>	In some countries, when people talk to each other they stand or sit a considerable distance apart, sometimes as much as 50 cm	In other countries, when people talk to each other than stand or sit very close to each other - sometimes so close that they are almost touching the other person
<b>7</b>	In some countries, people are direct and frank in the way they speak. They will give their personal opinions freely, regardless of whom they are talking to, and will often criticize other people directly if necessary.	In other countries, people are less direct in the way they speak. They will often avoid giving their personal opinions unless they know the people they are talking to well, and will try to avoid saying things that might come across as too critical of others.
<b>8</b>	In some countries, people write e-mails or faxes that are as short, direct and factual as possible. They pose questions directly and ask for information in an explicit and unambiguous way.	In other countries, people sometimes write e-mails or faxes in a less direct and wordier way. They often don't feel the need to spell out precisely and unambiguously the information they require
<b>9</b>	In some countries, people often prefer to use e-mails, faxes, letters or other forms of written communication to pass on important information and make sure they get the response they want.	In other countries, people often prefer to use face-to-face discussions, telephone calls or other forms of spoken communication to pass on important information and make sure they get the response they want.
<b>10</b>	In some countries, learning foreign languages (particularly English) forms a big part of the educational curriculum. People from these countries often speak other languages very well	In other countries, learning foreign languages is not an important part of the educational curriculum. People from these countries often do speak other languages very well
<b>11</b>	In some countries, people are happy to talk about their personal and family life with their colleagues at work. They are also inclined to ask other people questions about their private and family life, even if they do not know them very well	In other countries, people prefer to keep their private life and their work life separate. They do not tend to ask questions or talk about personal and family life at work, unless it is with close colleagues who they know well.

<b>12</b>	In other countries, people prefer to keep their private life and their work life separate. They do not tend to ask questions or talk about personal and family life at work, unless it is with close colleagues who they know well.	In other countries, people like to get straight into business without bothering with too much 'small talk' (that is, talk about the weather, football, politics).
<b>13</b>	In some countries, people are happy to talk about their accomplishments without embarrassment or shame. They think it is polite and honest to describe what they have achieved in their lives.	In other countries, people feel uncomfortable talking about what they have accomplished. They think it is polite and courteous to keep quiet about their attainments
<b>14</b>	In some countries, people will try to remain as reasonable, rational and dispassionate as possible during business discussions and conversations. They believe that the best way to remain objective is to argue based on facts and talk from the head, not from the heart.	In other countries, people feel comfortable following their feelings and intuition during business discussions and conversations. They believe that the best way to get their message across is to talk with passion and conviction, even if this sometimes comes across as being emotional.
<b>15</b>	In some countries, people are happy cracking jokes and telling funny stories at work or in business situations, even with people they do not know very well	In other countries, people think work is a serious place to be and try to avoid making jokes or telling funny stories unless they know the other person very well
<b>16</b>	In some countries, people tend to communicate in an informal way, using first names at work or when dealing with customers and colleagues. People rarely use formal titles (like Mr or Mrs, Doctor, Engineer, Architect)	In other countries, people tend to use formal titles (like Mr or Mrs, Doctor, Engineer, Architect) at work, or when dealing with customers and colleagues, people tend to use first names mainly with family and close friends

Learning and Innovation "The 4 C's"	Digital Literacy	Career and Life
Critical thinking & problem solving	Information literacy	Flexibility & adaptability
Creativity and innovation	Media Literacy	Initiative & self-direction
Communication	ICT Literacy	Social & cross-cultural interaction
Collaboration		Productivity & Accountability
		Leadership & responsibility

Table 1 - P21 Skills