

Intercultural communication

In communication you can find five different perspectives: Language, order, relation, organization and intentions. All people influence with or without words, and are influenced by the relation with the other person. But also perspectives on relativity of truth, use of power, organization of the society e.d. influence our communication.

Meanings of the verbal and non-verbal language (language): which written and unwritten rules are there in communication? How do you f.e. greet somebody that you do not know yet, which words and gestures can you use or not etc.

View and logic (order): the way a person looks at life, what is important, what can you influence and what not, how important is history and tradition and which values are important.

Identity and roles (relation): how important is the individual identity, what is important in the relationship, what role do you have and what are the expectations regarding that role and how important is the relationship to you.

Arrangements and power relations (organization): how important are rules and how to people use the rules, is there a clear power position and how is power used, are there important arrangements f.e. in positions in an organization.

Motivation and rationale (intentions): what are underlying motivations for people to act the way they do, how do people think about actions and behavior and what is of influence of the intentions of people.

The five areas occur in the practice of the communication simultaneously. Interlocutors will have to deal with all these areas at the same time. They are very closely intertwined and run through each other. The areas are only artificially distinguished to identify them clearly and to enable more hypotheses to be drawn up as to the possible communication disorders.

A number of questions have been included In each area, enabling an occupational force to check where communication is wrong or lost. The more questions one can draw up the more opportunities to keep communication open and workable. Three questions are central to each area:

- What is my share?
- What is the share of the other?
- What is the influence of the prevailing images, values, standards, meanings and views of the social environment on the communication of each one?

These questions can be used during communication as a reflection framework when misunderstandings occur. A professional force can then take the areas for themselves to see where possible differences and misunderstandings occur. It can also be used to analyze a conversation situation and what could be done differently next time.

Analysis	Possible interventions
<p><i>Meanings of the verbal and non-verbal language</i></p> <ul style="list-style-type: none"> ♣ In whose language does anyone speak (dominance of their own language)? ♣ What is the meaning of what each says? ♣ What do everyone's body language and non-verbal language mean? ♣ What are the interpretations of each other's words and behaviors? ♣ What is the influence of everyone's environment on what each says, does and understands? 	<p><i>Meanings of the verbal and non-verbal language</i></p> <ul style="list-style-type: none"> ♣ Observing the words and the non-verbal language with all the senses. ♣ Refer to meanings or inquiries. ♣ Explain meanings. ♣ Give Feedback. ♣ Request Feedback. ♣ Examine the impact of everyone's environment on the signification.
<p><i>View and Logic</i></p> <ul style="list-style-type: none"> ♣ What is everyone's view and logic? ♣ What is everyone's perspective, interest or loyalty? ♣ What is the frame of reference; Values and norms? ♣ What is common? ♣ What are the differences? ♣ What is the influence of everyone's environment on everyone's view and logic? 	<p><i>View and logic</i></p> <ul style="list-style-type: none"> ♣ Ask for the view/logic of the other. ♣ Active listening (recognition). ♣ Living and feeling. ♣ To investigate/inquire about meanings. ♣ Explain the own view/logic. ♣ Putting the common first. ♣ Investigate the influence of everyone's environment on the View/logic. <p>?</p>
<p><i>Identity and Roles</i></p>	<p><i>Identity and roles</i></p>

<ul style="list-style-type: none"> ♣ Who, in what roles, is one for himself? ♣ Who, in which roles is each for the other? ♣ How are the mutual expectations in this respect? ♣ How does anyone see the relationship between them? ♣ What is the influence of everyone's environment on who one is for each other and for themselves? 	<ul style="list-style-type: none"> ♣ Examine from which roles (as who) and expectations the other speaks ♣ Living and feeling. ♣ Ask yourself and/or explain what roles/expectations you speak to yourself. ♣ Examine how each one sees the relationship between them. ♣ Investigate the influence of everyone's environment on how each person sees himself and the other.
<p><i>Arrangements and power relations</i></p> <ul style="list-style-type: none"> ♣ What is the influence of the own organisation; Dominant positions, place of call, function, responsibilities, time available, agenda, goals, rules, appointments, procedures etc.? ♣ What is the influence of the organisation of the other; Power relations, time orientation, knowledge and image of the Organization, procedures, rules etc.? ♣ What is the influence of the communication of the ' organisation ' in everyone's spacious environment; Positions of power, legal positions, procedures, available facilities and resources, manners, laws and regulations etc.?. 	<p><i>Arrangements and power relations</i></p> <ul style="list-style-type: none"> ♣ Take into account the power relations. ♣ Explain the own ' organisation '. ♣ Organise your own ' organisation ' differently. ♣ Examine and acknowledge the ' organisation ' of the other. ♣ The influence of the ' schemes ' and the power relations in the broader environment on communication.
<p><i>Motivation and rationale</i></p> <ul style="list-style-type: none"> ♣ What are everyone's motives; Motives, needs, fears, wishes? ♣ Where does anyone have his/her best? ♣ What does each one of each other's underlying motives? 	<p><i>Motivation and rationale</i></p> <ul style="list-style-type: none"> ♣ Recognizing the underlying motives of the other. ♣ Examinations (recognizing questions) as to the underlying motives of the other. ♣ Living and feeling in what the other person is doing best.

<ul style="list-style-type: none"> ♣ What does each of the other person see where he/she does his/her best? ♣ What does everyone's environment perceive as ' doing its best ' and what influence does it have? ♣ What makes each one each He/she sees that the other person is doing his/her best? ♣ Does anyone feel/recognized in his/her motives or rationale? ♣ Does anyone feel/recognized in how He/she does his/her best? ♣ Does anyone see the distinction between intentions and effects of how he/she does his/her best? 	<ul style="list-style-type: none"> ♣ Let it be noticed, say that one sees the bet of the other. ♣ Investigate what the other perceives as recognition. ♣ Ask where and from whom the other recognition feels. ♣ Investigate the impact of the environment on ' doing its best '. ♣ Explain what they are doing best for
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