

# IO3 VAMOS TRAINING COURSE

**Expert in migrants' labour and social inclusion**



## MODULE: 4

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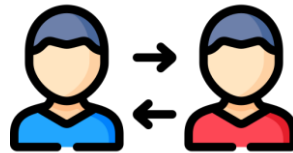
# Module 4. Emotional and Educational Interactions

## Unit 2: Knowing the person

2.1 Building a positive relationship with a new acquaintance

2.2 Intercultural communication skills and styles

2.3 Successfully conducting an initial meeting with a new acquaintance



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# Unit 2 Goals



By the end of this unit, you should...

Have a basic level of competence in Intercultural communication skills.

Know how to have a successful first meeting with someone from a different culture.

Understand how to build a positive relationship that fosters a sense of trust and support between both parties.

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# Why should we achieve these goals?

- Migrants who arrive in a new country can experience a strong sense of confusion and vulnerability which can be stressful.
- Therefore, new migrants are often in need of emotional support and guidance. Having a positive, trusting relationship with someone who has gone through a similar experience can make their transition to a new life much easier.
- Migrants come in all shapes and sizes, so your interaction with a Korean migrants for example, may be far different than your interaction with a Tunisian migrant! Achieving the goals of this unit will allow you to navigate any interaction with ease.

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# What are intercultural relationships?

Intercultural or cross cultural relationships are relationships which form between people from different cultural backgrounds.



As a result of globalisation and forced displacement, meeting and engaging with people from all over the world has become much more common!

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# Ups and downs of intercultural relationships

Intercultural relationships have many positives, but can also have unique difficulties.

- Cultural knowledge
- Development of communication skills
- Challenging of stereotypes



- Perceived differences can create anxiety and tension
- Negative stereotypes can hinder relationship growth
- May take more effort to maintain than relationships with people of the same cultural background



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# Ups and downs of intercultural relationships

How do you feel about the following statements? Do you think they are true or false?



1. Intercultural relationships can occur between two or more people from the same country.
2. Intercultural relationships can help those involved to challenge stereotypes.
3. If you want to have an intercultural relationship, you must abandon your own culture.
4. Intercultural relationships can take more effort to maintain than intracultural relationships.



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# Necessary skills and knowledge

In order to achieve the goals of this unit, you must be equipped with three main skills:

1. Intercultural communication skills
2. Ability to adjust communication styles
3. Communication competences

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# Skill 1 - Intercultural Communication Skills

Intercultural communication refers to communication between two or more people with different cultural backgrounds.

In order to navigate intercultural interactions effectively, you should have;

- A basic understanding of your own culture
- Good knowledge of basic cultural communication mannerisms
- A willingness to learn about the cultural practices and worldview of others.
- A positive attitude toward cultural differences and a readiness to accept and respect those differences.

Check out this short video on intercultural communication!

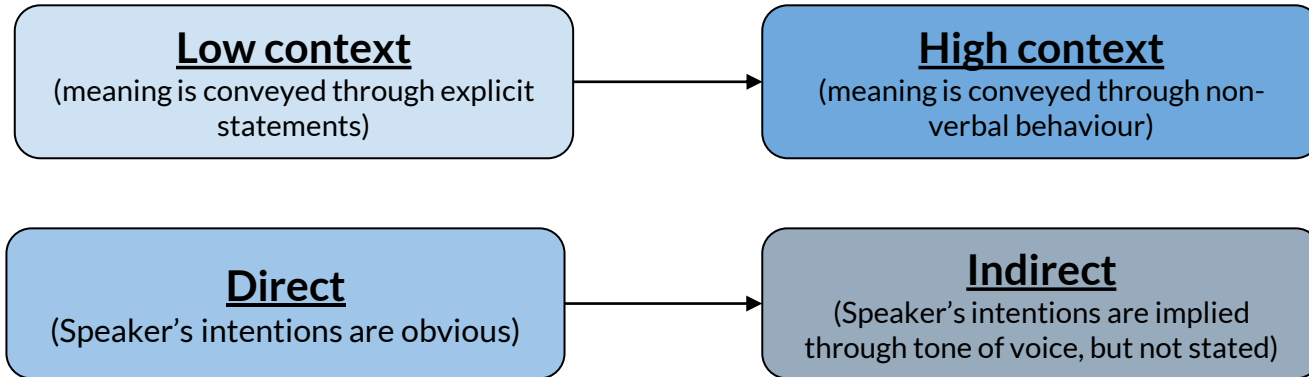


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# Communication styles you should be aware of!

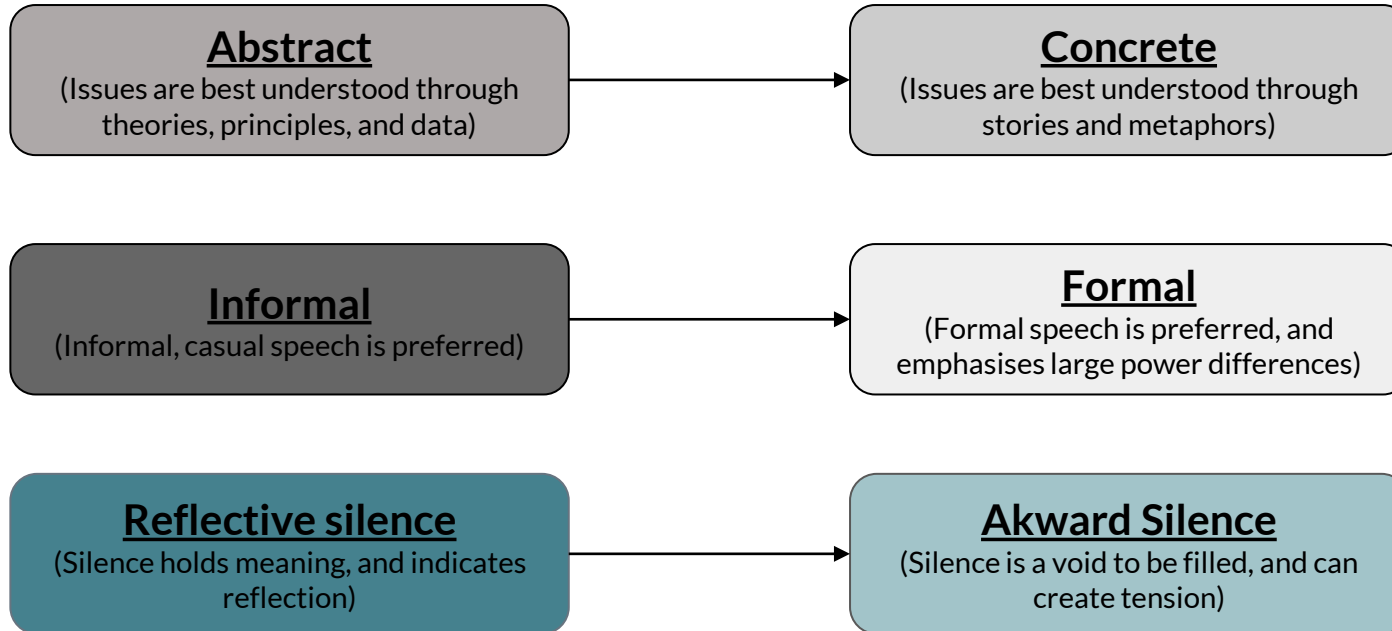
A huge component of human communication is hints, subtexts and expressions, different cultures have many different varieties of this type of communication. Not being aware of these potential differences can lead to conflict, therefore it is important to become familiar both with your own communication style as well as awareness of the other styles.

Which communication styles do you use?



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Continued...



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# Skill 2 - Flexibility

Dealing with different people who use different communication styles requires you to be flexible in your approach.



Even if you mean well, if your form of communication is not received well by the listener, then the interaction may be awkward, or even unpleasant.

This does not mean changing your personality, but changing your tone or style of communication to better suit your audience.

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Check out this short video on flexible communication styles!

This video discusses flexible communication in the workplace, but you can use these skills in any setting!



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# Let's stretch, and improve our flexibility of communication

To exercise flexible communication, you must practice active listening and be clear and succinct. These are skills you have covered in unit 1 of this module.

Below there are two people who use different communication styles. Would you speak to them both the same way? Take into account their communication styles.



My name is Pedro and I am an accountant. I use informal, concrete speech patterns and am very direct!



My name is Lisa and I am an artist. I use formal speech, and communicate my ideas abstractly. I am usually indirect.

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# Skill 3 – Competent communication

- It can be said that you possess good communication competence when you are comfortable using a broad range of communication styles, and you choose appropriate, effective ways to communicate to different audiences in diverse situations.
- In other words, communication competence refers to your ability to communicate respectfully and effectively in a multicultural settings. Essentially this is how you exercise skills one and two in conjunction with each other.





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# Are you a competent communicator?

If you are a competent communicator, you should be able to:

- ✓ Communicate in a respectful tone and manner
- ✓ Listen actively and communicate effectively with others
- ✓ Write clearly and accurately in a variety of contexts and formats
- ✓ Listen and ask questions to understand other people's viewpoints
- ✓ Communicate issues in a timely manner
- ✓ Are aware of and responsive to verbal and non-verbal communication styles
- ✓ Recognize cultural differences in communication
- ✓ Use effective intercultural communication skills



Are you ready to put your skills to the test?

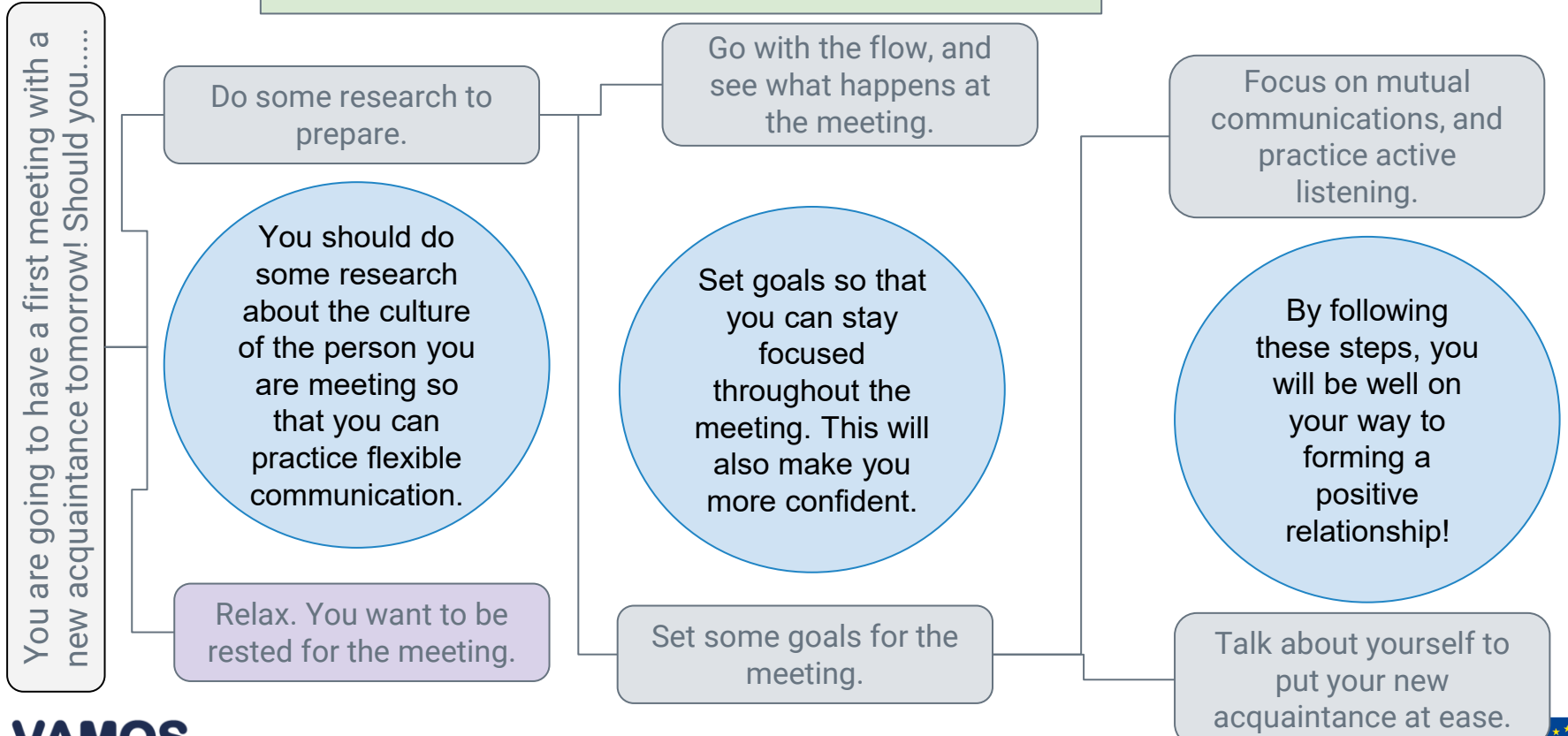
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# Tips on conducting a successful initial meeting

1. **Do your research:** If you know ahead of time where the person you're meeting is from, you should find out about their customs, and practices. Being prepared will make you confident!
2. **Ask questions:** If you don't know something, ask! It may be uncomfortable, but it shows your willingness to learn about other cultures.
3. **Speak slowly and clearly:** Speaking slowly allows you to think about what you're saying and avoid mistakes that could cause misunderstandings later on.
4. **Avoid idioms and jokes:** Humor varies by culture, and as idioms and jokes are very difficult to translate it is better to avoid them. You might cause someone offense.
5. **Look for non-verbal cues:** Communication includes tone, body language, and eye contact. Pay attention to these cues, and follow the lead of others.

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Follow the path below by selecting the correct option!



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# Barriers to cross cultural communication

Barriers to cross cultural communication can include...

### **Ethnocentrism**

(If we only look at things through the lens of our own culture, then we can begin to view things that are different as wrong.)

### **Language barriers**

(If someone's language skills are not perfect, they may struggle with communication. This can lead to social withdrawal and can make communication more difficult.)

### **Psychological barriers**

(You may have difficulty acting in ways that are contradictory of your normal communication style. For example, you may not feel comfortable speaking in a direct fashion.)

### **Conflicting values**

(Your cultural values may differ from someone else's and this can be a source of tension.)

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# Unit summary

Now you should be able to:

2.1 Know how to build a positive relationship with a new acquaintance

2.2 Recognize intercultural communication skills and styles

2.3 Know how to successfully conduct an initial meeting with a new acquaintance

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# Thanks!

