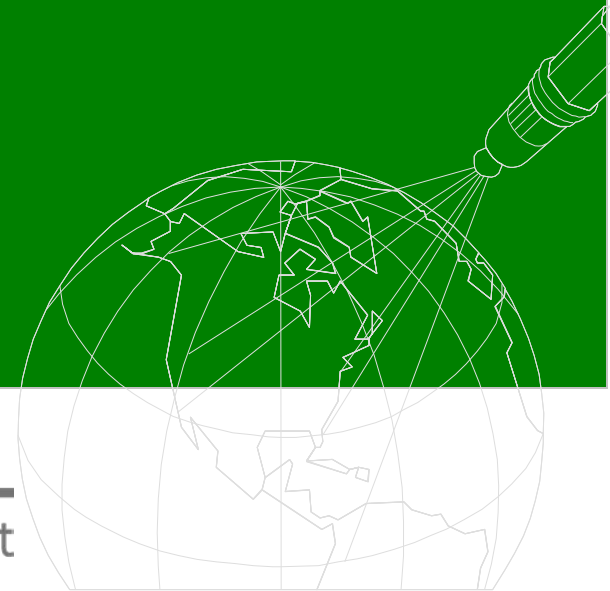




Cross-Cultural Communication: Communicating Across Cultural Barriers



KDI SCHOOL
of Public Policy and Management

Communication is the exchange of meaning: it is my attempt to let you know what I mean.

Communication includes sending both verbal messages (words) and nonverbal messages (tone of voice, facial expression, behavior, and physical setting).

It includes consciously sent messages as well as messages that the sender is totally unaware of sending.

Source: Adler, Nancy J, 1991. International Dimensions of Organizational Behavior

Cross-cultural communication occurs when a person from one culture sends a message to a person from another culture.

Cross-cultural miscommunication occurs when the person from the second culture does not receive the sender's intended message. The greater the differences between the sender's and the receiver's cultures, the greater the chance for cross-cultural miscommunication.

Non-verbal Communication: Cultures may be either “low-context” or “high-context” cultures.

- Infer information from message *context*, rather than from *content*.
- Emphasis on “how” something is said
- Prefer indirectness, politeness & ambiguity.
- Convey little information explicitly.
- “Saving face”; maintaining harmony
- Rely heavily on nonverbal signs.

- Asian
- Latin American
- Middle Eastern

- Rely more on *content* rather than on *context*.
- Emphasis on “what” is said
- Explicitly spell out information.
- Value directness.
- Distrust what is not clear.
- Value written word more than oral statements.

- European
- Scandinavian
- North American

1. Assume differences until similarity is proven.
2. Emphasize description rather than interpretation.
3. Practice the following
 1. Empathy
 2. Understanding
 3. Awareness

Empathy is "putting yourself in someone else's shoes." By this we mean considering how another person might think or feel in a specific situation. Empathy also involves looking at your own behavior from the other person's point of view.

- Listen to things people say and see the merit in other opinions
- Notice your body language
- Don't interrupt others; this will help you listen to their opinions

This skill is closely related to using empathy, but involves more of a process of critical self-evaluation and reflective thinking. Think of some ways in which your values, ideas, and attitudes may lead to or highlight prejudice. Try to equate the relationship between your patterns of thinking and patterns of behavior.

- Disregard commonly held stereotypes
- Examine your behavior and communication patterns when interacting with people different from yourself

Suppose you are on a boat with your mother, your spouse, and your child. Suddenly, the boat begins to sink. You can only save ONE person. Who do you save?

This skill encourages conscientiousness, not only in being mindful when interacting with others, but also in acknowledging, respecting, and being open to ideas and differing points of view.

- Get to know persons from races and cultures different from yours
- Ask questions! Do not be afraid to clear up any aspect of a person's culture you do not understand

Although we believe that the major obstacle in cross-cultural communication is understanding the foreigner, the greater difficulty actually involves becoming aware of our own cultural conditioning.

If we are capable of seeing ourselves through the eyes of foreigners, we can modify our behavior to avoid cross-cultural miscommunication and build our “cultural competence”.

1. Slow Down
2. Separate Questions
3. Avoid Negative Questions
4. Take Turns
5. Write It Down
6. Be Supportive
7. Check Meanings
8. Avoid Slang
9. Watch the Humor
10. Maintain Etiquette

Overview of KDI School Regulations on Student Conduct



KDI SCHOOL
of Public Policy and Management

KDI School of Public Policy and Management

As a KDI School student you shall act based on **high ethical standards** and not engage in behavior or activities that degrades or demeans the School.

All students residing in the Student Residences should also adhere to the rules and regulations governing student conduct in the Residences.

- Anti-Harassment
- Academic Integrity

All members of the KDI School community (students, faculty, staff) shall not engage in any form of harassment that may cause a fellow member of the community to feel discomfort, pressure, shame or harassment.

- Sexual harassment
- Racial harassment
- Age harassment
- Mobile harassment
- Harassment on grounds of sexual orientation
- Harassment of disabled people
- Stalking

- ~~Intention~~ vs. Perception

→ It is the perception of the individual who is being harassed,
not the intention of the harasser that counts most.

- Warning
- Suspension
- Expulsion

- Be aware.
- Trust your feelings.
- Be assertive.
- Clearly communicate.
- Report the incident.

Mutual Respect & Anti-Discrimination Policy



All members of the KDI School community (students, faculty, staff) shall respect each other and not display any forms of discriminatory behavior based on a person's nationality, ethnicity, sex, socio-economic background, disability, religion, or ideology.

Academic dishonesty includes attempting to look at prepared documents during an exam, asking a fellow classmate for assistance on an exam, disobeying the proctor during an exam, or intentionally disrupting an exam.

Academic dishonesty on reports and papers include partially or entirely copying another person's work, allowing others to copy your work, plagiarism.

Given the importance of maintaining our ethical standards at the KDI School, the School has adopted rules and regulations that emphasize the responsibility of each member (student, staff, and faculty) of this community to uphold and abide these guidelines.

Anyone found in violation of any of the Rules and Regulations set forth by the KDI School is subject to disciplinary action by the President following deliberation by the School Committee.

For example, students may be subject to disciplinary action if found to have engaged in academic dishonesty (cheating, plagiarism, etc.); damaged School property (including Residences), intentionally disrupted lectures, engaged in any acts of violence, discrimination or sexual harassment, or in violated any School regulations

Students who commit academic dishonesty on an exam or assignment will receive a “0” for that particular assignment, or may receive an “F” for that particular course depending on the degree of academic dishonesty.

Students who commit academic dishonesty, including plagiarism, on their SRP/Thesis will fail and not receive credit for the SRP/Thesis.

All KDI School students are requested to sign the Code of Honor and Conduct, pledging their commitment not to violate the Honor Code and engage in academic dishonesty (cheating on exams and plagiarizing on papers or one's thesis).

As a member of this unique community and as an ambassador of the KDI School, let us all commit to adhere to these rules and regulations by showing each other respect and consideration, and by living according to a strong ethical code of conduct.

KDI School Student Counseling Program



KDI SCHOOL
of Public Policy and Management

KDI School of Public Policy and Management

The KDI School Student Counseling Program is dedicated to supporting our students through counseling services.

Our goal is to minimize the concerns and maximize the satisfaction of our students so they can take full advantage of the opportunities and enjoy their stay at the KDI School.

What are some Common Concerns?



- Academic concerns
- Cultural adjustment issues
- Relationship issues
- Stress and anxiety
- Depression
- Homesickness
- Grief and loss

Step 1: Set up a meeting.

- Send an e-mail to counseling@kdischool.ac.kr
- Make an appointment through the MIS
- Stop by the counseling office(#S316)

Step 2: Counseling service

Step 3: Referral service

How to APPLY through the MIS?



Please login the MIS and then go to the menu “Apply”:
MIS > Service > Academic > Counseling > Apply

- 1. Click “Apply.”
- 2. Click the icon, searching.
•How to APPLY
- 3. Choose the date and time on the “Select Date.”
- 4. Select “Category”: Choose one topic on the list, and describe your issue in the “Issues in Detail” box (optional).
- 5. Click "Save"

How to APPLY through the MIS?

KDI SCHOOL / MIS
Management Information System

Admissions Academic General Service Change PW Logout

Academic Staff Faculty

Service Academic

Counseling Apply 1

Apply

Service Academic Counseling Apply

Query New Delete Save 5

LIST

No. Schedule Category

Select Date -- 월 페이지 대화 상자

Select Date

CALENDAR

2013 4

Mo Tu We Th Fr Sa

31 1 2 3 4 5 6

7 8 9 10 11 12 13

14 15 16 17 18 19 20

21 22 23 24 25 26 27

28 29 30 1 2 3 4

5 6 7 8 9 10 11

Current Day 20130422

DETAIL

No.	Available Time
1	Apr 01, 2013 10:00
2	Apr 01, 2013 10:30
3	Apr 01, 2013 11:00
4	Apr 01, 2013 11:30
5	Apr 01, 2013 15:00
6	Apr 01, 2013 15:30
7	Apr 03, 2013 10:00
8	Apr 03, 2013 10:30

Confirm Close

DETAIL

Schedule

Category

Issue In Detail

- Monday: 2:30 p.m. – 4:00 p.m.
- Wednesday: 2:30 p.m. – 4:00 p.m.
- Friday: 9:00 a.m. – 12:00 p.m.

Thank you!