

## Day 22 + Day 23

## Vocab Review

## Fill in the blanks.

1. He rose quickly through the political h\_\_\_\_\_hy to become party leader.
2. Leave the vegetables to s\_\_\_\_\_r for a few minutes.
3. Smoking has caused i\_\_\_\_\_ible damage to his lungs.
4. She arranged plates and c\_\_\_\_\_y on a small table
5. Peel and d\_\_e the potatoes
6. I wish you wouldn't s\_\_\_\_p your soup like that.

## 1 Connections



## Module 1.13 Cross-cultural understanding (3) Nonverbal communication

## LEAD-IN True or False?

1. Culture plays an important role in nonverbal communication.
2. Nonverbal communication is the process of communication through sending and receiving wordless cues between people.
3. Nonverbal communication refers to body language.
4. Nonverbal communication strengthens a first impression in common situations. Impressions are on average formed within the first four seconds of contact. A first impression is a lasting non-verbal communicator.
5. Eye contact is the instance when two people look at each other's eyes at the same time; it is the primary nonverbal way of indicating engagement, interest, attention and involvement.
6. Ideas are best conveyed through nonverbal messages.
7. Gestures are culture-specific and can convey very different meanings in different social or cultural settings.
8. Clothing is one of the most common forms of non-verbal communication.
9. Miscommunication between cultures often occurs because the senders and receivers are encoding and decoding messages that offend each other.
10. Communication is the process of sending and receiving messages.

➤ Read the following sentences and fill in each gap using one of the words or phrases in the box.

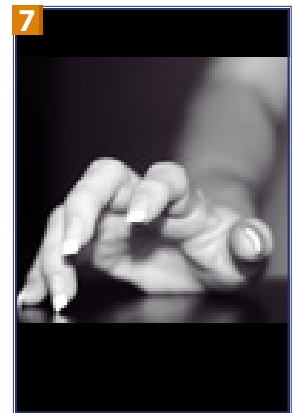
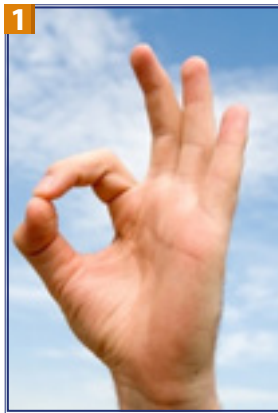
facial expressions/ explicit/ pauses/ hairstyles/ voice/ implicit

**Nonverbal Communication**

Interpersonal communication not only involves the ..... meaning of words and messages conveyed, but also refers to ..... messages which are expressed through nonverbal communication. When we communicate, non-verbal cues can be as important, or in some cases even more important, than what we say.

Different aspects of nonverbal communication are as follows:

- Body language includes gestures, body postures, ....., eye movement and eye contact, the use of space (proxemics – see 'Module 1.7') and touch (high-contact cultures vs. low-contact cultures). People are generally comfortable with others who have "body language" similar to their own. One research study demonstrated that when British graduate students imitated some Arab patterns of nonverbal behavior (making increased bodily proximity, smiling, and directly facing their Arab partners), the Arabs felt that these students were more likeable and trustworthy than most of the other British students.
- Paralanguage relates to all aspects of the ..... which are not strictly part of the verbal message, including the tone and pitch of the voice, the speed and volume at which a message is delivered, and ..... and hesitations between words.
- Object language refers to clothing and physical appearance like .....



➤ Picture 1

As children, we imitate and learn to use these nonverbal movements to accompany or replace words. When traveling to another country, foreign visitors soon learn that not all gestures are universal. For example, the "O.K." gesture (a circle made with the index finger and thumb, with the three remaining fingers up – Picture 1) in the American culture is a symbol for money in Japan. In France it means "zero" or "worthless." In Venezuela and Turkey, gesturing to someone in this way implies that they are a homosexual. And in Brazil, the OK sign is the same as an Italian chin flick, which is the equivalent of the middle finger (Get lost!).

## ★ Business Etiquette Tips

Read the following sentences and fill in each gap using one of the words in the box.

Clicking/ deliberate/ confidence/ purposefully/ stare/ Biting/ appropriate/ drag  
/ Drumming/ uncomfortable/ Tapping/ relaxed

A professional's body language can affect the success rate of client encounters, meetings and presentations. The following etiquette tips are modeled upon Global Standards in business.

### 1. Posture

The posture or bodily stance exhibited by individuals communicates a variety of messages whether good or bad.

- Do stand straight and tall, keep shoulders .....
- Don't put your hands in your pockets. It can send a message that you lack ..... (Picture 2)
- Don't cross arms. It may indicate that you are ..... with your appearance, or just trying to hide something on your shirt. (Picture 3)

### 2. Movement

- Do move ..... and with a ..... stride
- Don't ..... your feet

### 3. Smile

- Do smile when .....
- Don't smile too much in an effort to obtain approval

### 4. Eye Contact

- Do look at people when you speak to them
- Don't .....

### 5. Do avoid

- ..... pens (Picture 4)
- ..... fingernails (Picture 5)
- ..... feet (Picture 6)
- ..... fingers (Picture 7)

➤ Choose the best answer from the four options given.

1. Cultures like Japan and Taiwan that rely less on verbal communication and more on context to convey meaning are considered \_\_\_\_\_ cultures.

- a. basic-context
- b. moderate-context
- c. high-context
- d. low-context

2. Rules and expectations are usually spelled out in \_\_\_\_\_ cultures.

- a. basic-context
- b. moderate-context
- c. high-context
- d. low-context

 Listening

Listen and fill in the blanks.

### High Context Cultures vs. Low Context Cultures

Anthropologist Edward T. Hall is also known for his high and low context cultural factors. People in high-context cultures (including much of the Middle East, Asia, Africa, and South America) emphasize interpersonal relationships. There are many contextual elements that help people to understand the rules. .... are not so important as ....., which might include the speaker's tone of voice, facial expression, gestures, posture, etc. As a result, much is taken for granted. This can be very ..... for person who does not understand the 'unwritten rules' of the culture. These cultures are collectivist, preferring group harmony and consensus to individual achievement. And people in these cultures are less governed by reason than by intuition or .....

Low-context cultures (including North America and much of Western Europe) are logical, linear, individualistic, and action-oriented. People from low-context cultures value logic, facts, and directness. Solving a problem means lining up the facts and evaluating one after another. Decisions are based on ..... rather than intuition. Discussions end with actions. And communicators are expected to be straightforward, concise, and efficient in telling what action is expected.

In a low-context culture, very little is taken for granted. Whilst this means that more explanation is needed, it also means there is less chance of ..... particularly when visitors are present.

Highly mobile environments where people come and go need ..... context culture. With a stable population, however, a ..... context culture may develop.

**High Context Cultures** (Information implicitly received) —————→ **Low Context Cultures** (Information explicitly conveyed)  
 Japanese/ Arab/ Latin American/ South European/ English/ North American/ North European/ German/ Swiss German

## Match each definition (A – T) with today's vocabulary word (1 – 20)

## DEFINITIONS

- A. to communicate an idea or feeling without saying it directly
- B. the feeling that you know something without being able to explain why
- C. to include someone or something in an activity
- D. the general situation that form the setting for an idea, and in terms of which it can be fully understood
- E. a signal for someone to do something
- F. to hit something lightly and quickly, or to make a sound by doing this
- G. to put a message into a code
- H. to make a rhythmic sound by hitting repeatedly
- I. firmly fixed or not likely to move or change
- J. someone who scientifically studies humans and their customs, beliefs, and relationships
- K. to pause before doing something, especially because you are nervous
- L. to cut something using your teeth
- M. short and clear, expressing what needs to be said without unnecessary words
- N. suggested but not communicated directly
- O. to make someone upset or angry
- P. easy to understand or simple
- Q. to change a message into ordinary language
- R. intentional or planned
- S. to look at someone or something for a long time and not move your eyes
- T. clear and exact

1. involve (v)
2. cue
3. encode (v)
4. deliberate
5. offend (v)
6. bite (v)
7. stare (v)
8. concise
9. explicit
10. context
11. straightforward
12. stable
13. imply
14. intuition
15. decode (v)
16. tap (v)
17. anthropologist
18. implicit
19. hesitate
20. drum (v)

## Fill in the blanks.

1. Are you i\_\_\_\_\_ing that I am fat?
2. Her approach to childcare is based on i\_\_\_\_\_ion.
3. The accident i\_\_\_\_\_ed two cars and a truck.
4. They started washing up, so that was our c\_\_\_ to leave the party.
5. After several part-time jobs, he's now got a s\_\_\_\_\_e job in a bank.