Overview

• Definition of Effective Communication
• Elements of the Communication Process
• Communication Barriers
• Cross-Cultural Misunderstandings
• Barriers to Cross-Cultural Communication
• Accents
The successful exchange of information between individuals.
• Prepare yourself
• Check partner
• Be Positive
• Use “I” message
• Be specific
• Active listening
• Stay Focused
Factors of Interpersonal Communication

- Self-concept
  - Poor self-concept
  - Coping with angry feelings
  - Admit your emotions
  - Self Disclosure

“Poor self-concept = Poor communication”
Elements of the Communication Process:

- Source
- Encode
- Message
- Decode
- Destination
- Feedback

Viewgraph #6-4
Cross-cultural Misunderstandings

- Social courtesies
- Flow of information
- Assertiveness
- Culture
- Honesty
• Songs, symbols, and gestures
• Accents
• Jive and Jargon
• Lack of trust
Signs and Gestures

Malcom “X”

Confederate Flag

Peace Sign

National Flags

Handshakes

Political Caricatures

Clenched Fist
• Americans often react negatively when listening to people with strong foreign accents.

• Indifferent when someone is struggling with the English language.

• Can lead to other assumptions and biases.
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