

# Communication and Problem Solving

Goal: understanding communication differences between cultures

# Outline

1. Cultural differences
2. Communication
3. Problem Solving  
Workshop

# But first...

1. Write your problem on the sheet (5 mins).  
自分の課題をシートに書く。
2. Fold in half and mark your page (do **NOT** write your name).  
シートを半分に折り、目印を付ける(名前は書かない)。
3. Place all the papers in the envelope.  
全てのシートを封筒に入れる。

# What is culture?

# Factors:

- Personal Characteristics

- Age
- Language
- Values
- Gender
- Dress
- Greetings
- Skills
- Religion

- Contextual Characteristics

- Environment
- Institutions
- Economic Development
- Political Systems

# Culture can explain:

Why  
someone did  
something.

Reactions.

What people  
notice.

What people  
remember.

"Fit in" vs  
"Stand out"  
mentality.

How people  
process  
emotions.

How people  
process  
information.

Motivational  
Incentives.

How they  
build  
relationships.

How they  
communicate

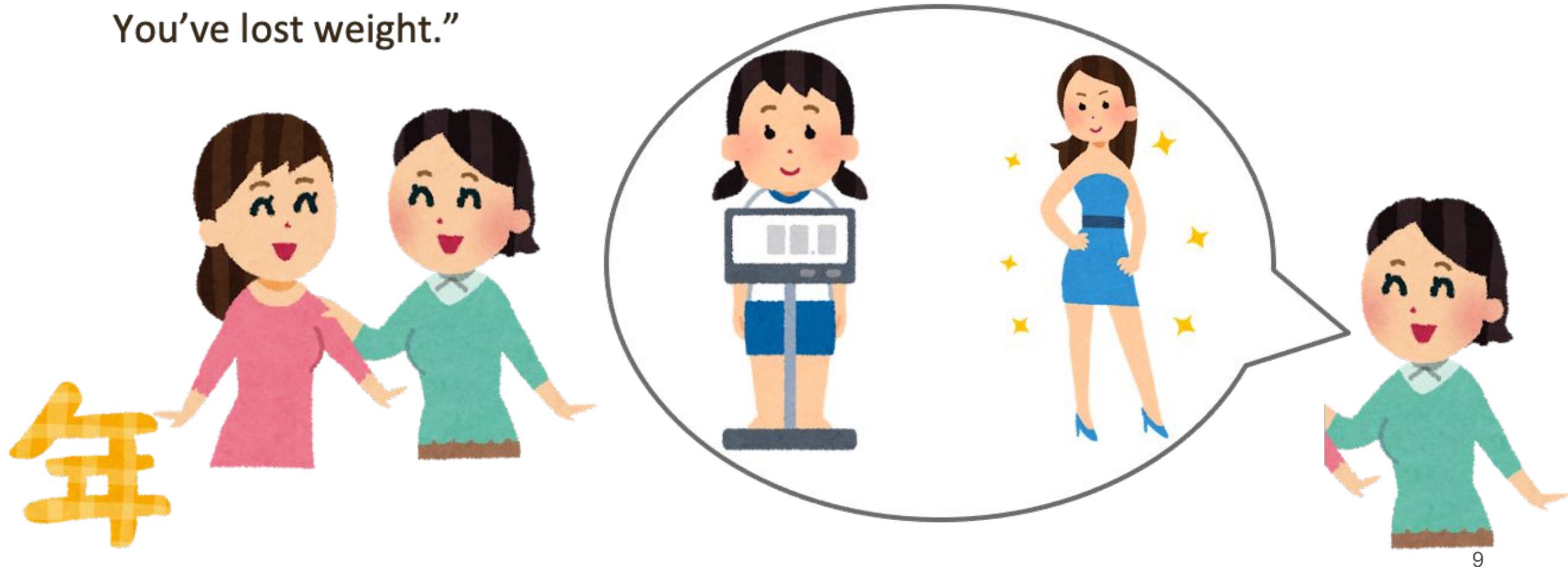
# For Example...





# Weight

You and your friend meet for the first time in a year. You notice that they have lost weight since the last time you saw them. You tell them “You look great! You’ve lost weight.”



# Rude!



It is **VERY** rude to talk about someone's weight in the US, whether they've lost or gained it. Even if you think it is a compliment, it is still rude.

# Please?

You go to a café. You want to order a coffee. When you get to the register you say, “Hi! Can I get a large coffee? Thank you.” You **do not** say please.





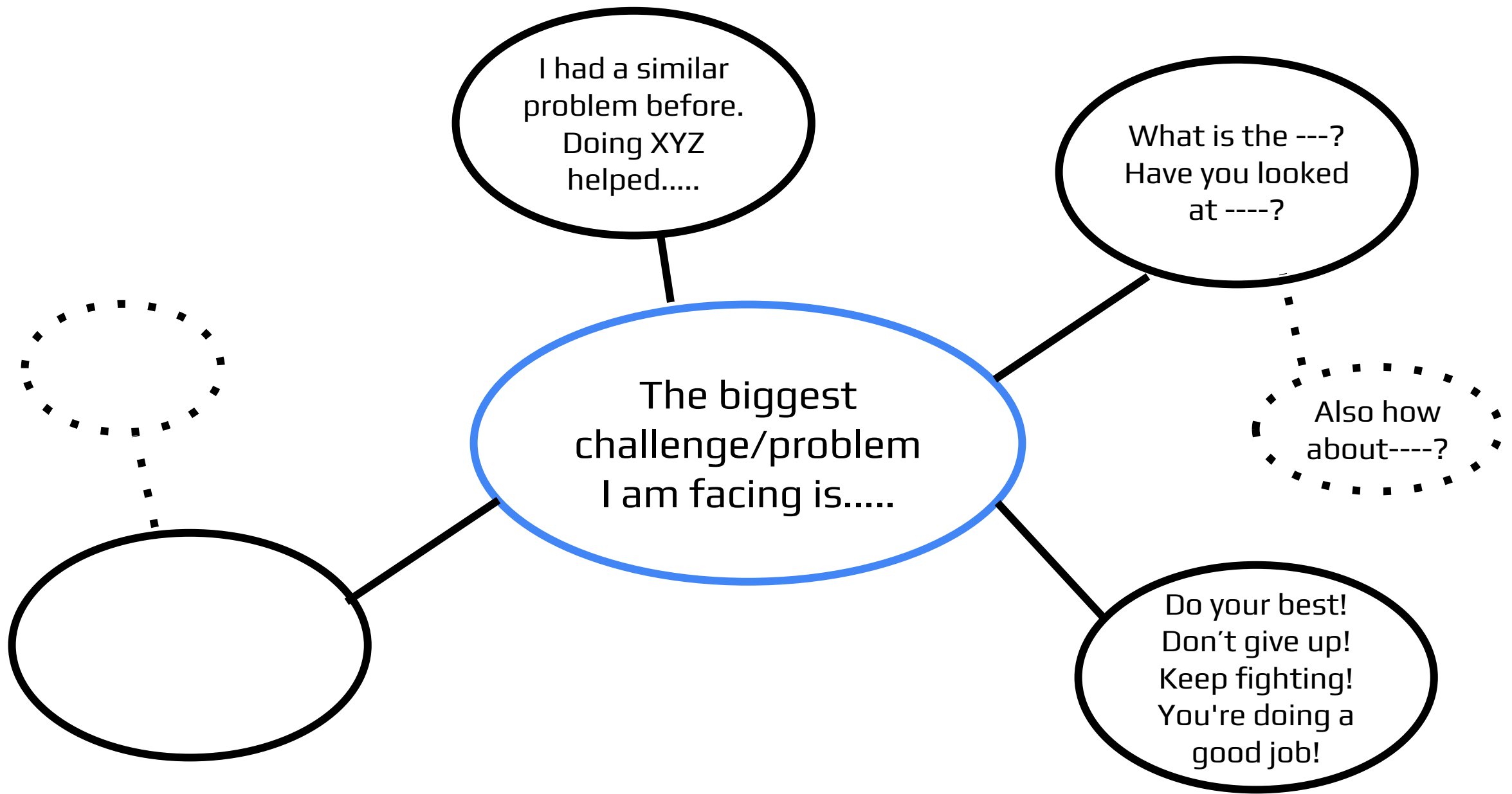
In the US, we have an “unspoken please.” By sounding nice and saying “thank you” the please is implied.

However, be careful in other countries. In England, for example, not saying please is considered rude.

# Problem Solving

# Problem Solving – Brainstorming (30mins)

1. We will exchange envelopes anonymously with the other groups.
2. Give advice, ideas, help, words of encouragement, etc. (20 mins).  
アドバイス、アイデア、助け、励ましの言葉などを与える。
3. Return papers to envelope, papers returned to original group. シートを封筒に戻したら、元のグループに戻される。



# Rules

- Please write at least 3 things on each sheet!!  
各シートに少なくとも3点を書くこと
- Approximately 5 mins per sheet!  
1枚につき約5分をかけること
- Do NOT try to guess who owns the sheet.  
シートの持ち主を当てないようにすること



Let's Start!!  
< 20 minutes remaining



< 15 minutes remaining



< 10 minutes remaining



< 5 minutes remaining



# Time is up!

Return all the sheets (FOLDED) to the envelope and we'll come collect them.

We will hand back the original envelopes. Please find the envelope with your mark and read the advice later!