

## **UNIT 10: STRATEGIES FOR BRIDGING CROSS-CULTURAL COMMUNICATION BARRIERS**

### **TIME FRAME: (90 MINUTES)**

Constructive Conflict (15 minutes)

Constructive Conflict Case Studies (30 minutes)

Active Listening to resolve Conflict (45 minutes)

### **WHY IS THIS IMPORTANT TO KNOW?**

It is important for individuals to be cognizant of strategies to overcome barriers and to reduce misunderstandings when communicating interculturally.

### **OBJECTIVES/PURPOSES:**

1. Individuals will identify their strengths and “hot buttons” in communicating.
2. Individuals will examine the characteristics of active listening
3. Individuals will identify strategies for overcoming barriers in intercultural communication.
4. Individuals will gain insight into how they personally react to conflict and how their reactions may differ from those of others.

### **HOW TO USE THIS INFORMATION:**

In this unit individuals will address the above stated objectives through simulations and small group discussions using case studies. The facilitator should use lecture 12 followed by exercise 12. Then, to enhance the learning facilitate exercise 13 to end the session.

### **SUPPORTING MATERIALS:**

*Information on Handling Conflict*

Lecture 12 (15 minutes) – Constructive Conflict

Exercise 12 (30 minutes) – Constructive Conflict Case Studies

Exercise 13 (45 minutes) – Active Listening to Resolve Conflict

### **BIBLIOGRAPHY OF ADDITIONAL RESOURCES, if applicable:**

Anand, R. (2000). *Teaching Skills and Cultural Competency: A Guide for Trainers*. Fourth Edition. Washington, DC: NMCI Publications.

Luce, L. F., & Smith, D. C. (Eds.). (1987). *Toward internationalism: Readings in cross cultural communication* (2nd ed.). Cambridge, MA: Newbury House.

Avruch, K. (1991). *Conflict resolution: Cross-cultural perspectives*. Westport, CT: Greenwood Press.

### **Helpful Hints:**

**Use the material in this module as an inventory of strategies, not as a “how-to” book.** Please feel free to leaf through it, find the sections you want easily and choose from among many good ideas and activities.

**Modify, clarify, and enhance these tools to fit your context and suit your audience.** Feel free to write us and share your ideas, so that we can continue to pass them along to others.