



Essentially,

Surprisingly,

What I
mean is,

Task 7

Pluricultural Communication

This task was designed by Angelica Galante

All rights reserved

©2017 Angelica Galante



Low and High Context Communication Styles



- **People who have different communication styles (low context or high context) communicate differently and have different expectations. E.g.,:**

I was once invited to a party and the invitation clearly stated the start and end time of the party. I first thought this was weird because in my country people typically don't say what time the party should end. But now I understand that in low context cultures timing is important. I also learned that low context communication style is explicit, so I won't find this weird again.

Can you share a situation in which miscommunication happened or your expectations were not met because of different communication styles?

Low Context Communication

- Low context communication typically values use of discourse markers so communication is clear and explicit.
- E.g.: **First**, I'll describe the IFP program. **Second**, I'll talk about the extra-curricular activities that are available. **Third**, I'll highlight the advantages of the program. **Finally**, I'll conclude the presentation by summarizing the main points.

Are these discourse markers the same in your first language (or another language you know)? Write them on the board.

Discourse Markers

- **Unfortunately...**
- **By the way...**
- **At the end of the day...**
- **Here's the thing...**
- **In fact/Actually...**
- **Similarly...**
- **Anyway...**
- **However...**

1. To move on to another point or to close a conversation
2. To raise an important point
3. To conclude an argument
4. To introduce a new idea unrelated to the situation
5. To emphasize the truth of a statement, especially in contrast to what has been previously said
6. To show two ideas are similar or connected
7. To contrast two ideas
8. To introduce something that is said or disappointing

Key

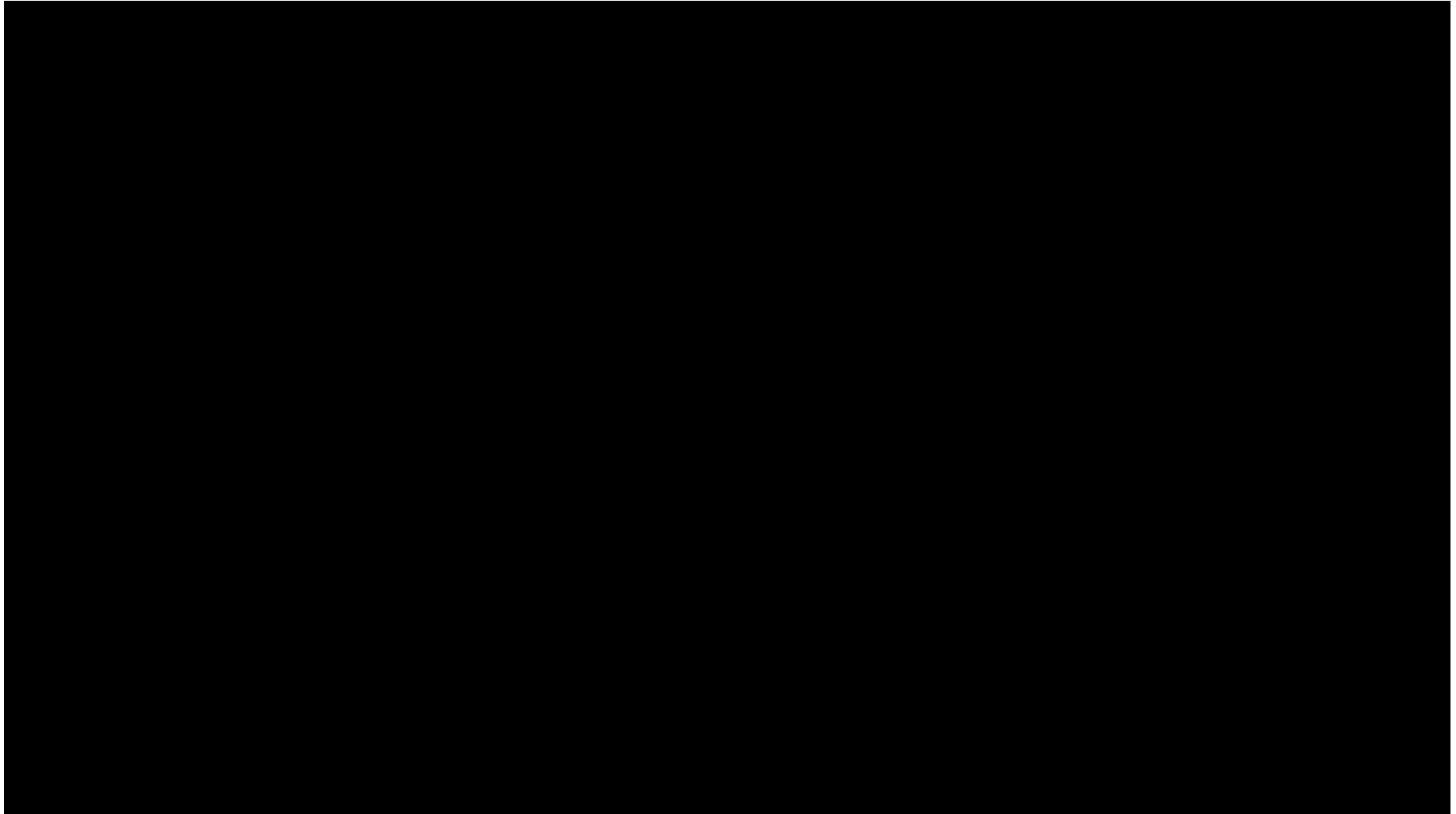
- **Unfortunately:** To introduce something that is said or disappointing
- **By the way:** To introduce a new idea unrelated to the situation
- **At the end of the day:** To conclude an argument
- **Here's the thing:** To raise an important point
- **In fact/Actually:** To emphasize the truth of a statement, especially in contrast to what has been previously said
- **Similarly:** To show two ideas are similar or connected
- **Anyway:** To move on to another point or to close a conversation
- **However:** To contrast two ideas

Are these discourse markers the same in your first language (or another language you know)?

Pluricultural Communication

- Because we communicate in English with people from different cultural backgrounds, it is important to learn about low and high context communication styles
- You will watch a video with 4 tips for pluricultural communication:
- First, take notes of the 4 tips
- Second, identify the discourse markers used

Tips for Pluricultural Communication





Using discourse markers for clear speech

- You will talk about a topic and use at least two discourse markers in your speech.
- Choose **one** of the tips below and talk about a personal experience:
 - 1. Observe and mirror the behaviour**
 - 2. Appreciate differences**
 - 3. Don't assume that because a person represents a certain country that he/she will behave like everybody else**
 - 4. Have patience**

During this task:

What is the importance of discourse markers?

Would you feel comfortable adapting your communication style depending on who you are talking to?

Honestly,

Surprisingly,

What I
mean is,

Task 7 Pluricultural Communication

You have completed Task 7

Thank you for your participation