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50 TIPS FOR IMPROVING COMMUNICATION IN CULTURALLY DIVERSE SETTINGS

America is one of the most diverse societies on earth. Whether it is based on race, gender, age, religion, sexual orientation or physical ability, you are more likely than ever to find yourself in a culturally diverse setting. To be successful, each of us must develop the skills we need to communicate, to resolve problems and to solve conflicts with culturally diverse individuals. This 20-page booklet offers specific tips for improving your ability to communicate in diverse settings. It is divided into six sections which include Listen First, Understand Your Communication Partner, Communicate Your Understanding, Articulate Your Message, Solve Communication Problems and Enhance Your Skills. In the first three sections, I offer tips for improving your ability to listen and to understand others. I also describe steps you can take to effectively demonstrate your understanding. In section four, I describe specific techniques you can use to effectively communicate your message. Section five provides suggestions for successfully managing communication problems, and in the final section, I outline steps you can take to improve your multicultural communication skills. Some of the tips described in this booklet include the following:

- Identify your listening barriers.
- Be aware of the cultural influences of eye contact.
- Increase your cultural knowledge.
- Demonstrate empathy in all of your interactions.
- Recognize that words, phrases and behaviors can have different meanings across cultures.
- Use 'metacommunication' to improve your interactions.



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