

## Intercultural Training Exercise Pack

### Cross-Cultural Checklist

1. Think about another country or culture.
2. Complete the checklist answering Yes, No or Don't Know to each question.
3. Where you answer Don't Know, how will you find out about the answer to this cultural question?

	Yes	No	Don't Know
<b>Non verbal communication</b>			
Should I expect differences in what is thought of as appropriate 'personal space'?			
Should I anticipate differences in the way my counterparts use touch?			
Is there anything particular I need to be careful about in giving or receiving business cards?			
Should I avoid any particular gestures?			
Should I expect differences in the level of acceptable eye contact?			
Do I know what body language is taboo?			

	Yes	No	Don't Know
<b>Communication</b>			
Should I anticipate different attitudes about the acceptability of asking personal questions?			
Should I anticipate different attitudes towards the acceptability of humour and emotions?			
Should I anticipate different attitudes towards the acceptability of interrupting?			

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Do I know what type of argument is likely to be most persuasive?			
Should I anticipate a different attitude towards addressing difficult issues directly?			
Do I know what style of feedback is acceptable?			
Should I anticipate different expectations about the expression of criticism?			
Should I anticipate different expectations about the expression of anger?			
Should I anticipate different expectations about the formality of feedback?			
Do I know the range of ways in which disagreement is likely to be expressed?			
Should I expect a different style of conflict resolution?			
Should I anticipate different expectations about the use of silence?			
Should I anticipate different communication styles to be in use?			
Do I know when to use first names and surnames?			
Do I know what professional titles to use?			
Should I anticipate different attitudes towards small-talk?			
Should I anticipate different attitudes towards the importance of saving face?			
Should I anticipate a different use of tone or pitch when speaking?			
Should I expect different attitudes towards displays of affection?			