



TECHNIQUES FOR BETTER INTERCULTURAL COMMUNICATION

- **Speak slowly and distinctively.**
- **Do not shout.**
- **Avoid pidgin English.**
- **Emphasize key words.**
- **Allow pauses.**
- **Let the listener read your lips.**
- **Use visual aids.**
- **Be aware of your tone of voice.**
- **Use appropriate gestures.**
- **Use familiar words.**
- **Avoid slang and jargon.**
- **Organize your thoughts.**
- **Repeat and recap frequently.**
- **Take care not to patronize or laugh inappropriately.**
- **Check for understanding frequently.**
- **Do not cover too much information at one time.**
- **Say exactly what you mean to say.**
- **Watch for non-verbal signs.**



TIPS FOR UNDERSTANDING THE NON-NATIVE ENGLISH SPEAKER

- **Ask the speaker to talk more slowly.**
- **Repeat what you think the speaker has said.**
- **Encourage the non-native speaker to use the written word.**
- **If appropriate, invite the speaker to spell difficult words.**
- **Read the speaker's lips.**
- **Do not interrupt the speaker. Give them enough time in which to communicate.**
- **Listen to all that the speaker has to say before assuming you don't understand what is being said.**
- **Observe body language and non-verbal communication.**
- **Remember to listen and try hard to understand.**
- **Beware of a positive response to a negative question.**
- **Beware of a qualified "yes" in response to the questions "Do you understand?"**
- **Share responsibility for poor communication.**