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Citizenship Learning in a Shifting Society

# Intercultural Dialogue



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## Objectives

In this module, you will:

- Understand and avoid common intercultural misunderstandings
- Understand that culture influences communication
- Reflect upon cases of intercultural dialogue
- Increase your respect, empathy, and understanding towards different cultures
- Effectively communicate in intercultural environments
- Avoid and solve cultural conflicts you encounter in daily life



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# Multicultural Bingo



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## Cultural Misunderstandings

Cultural misunderstandings happen when people have difficulties understanding each other due to cultural differences, even if they speak the same language.

### Causes:

- Lack of knowledge about other cultures
- Ethnocentrism
- Communication and cultural differences
- Different views of the world



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## Common Misunderstandings



### LANGUAGE BASED

Caused by linguistic differences.

e.g.: When the same word means different things (e.g.: *embaraçada* (in Portuguese means 'embarrassed') and *embarazada* (in Spanish means 'pregnant'))).



### BEHAVIOUR BASED

Caused by differences in behaviour and non-verbal communication.

e.g.: Shaking your head up and down to mean 'yes' in Bulgaria.



### BASED ON STEREOTYPES

Caused by assumptions about the other person based on their culture.

e.g.: assuming a British person is being sarcastic when they are being literal.

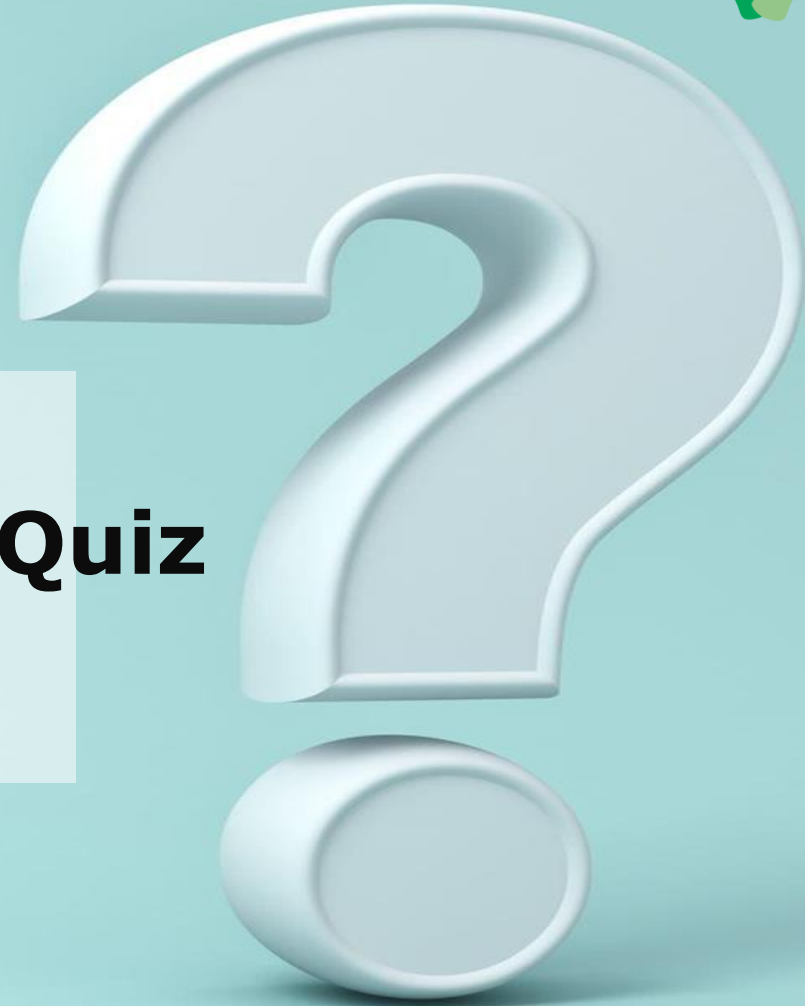


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# Non-verbal Communication Quiz

What do you know?





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## Non-verbal Communication

Communication done without recurring to spoken or written words. For example, gestures, facial expressions, eye contact, touch, posture, and appearance.

Non-verbal clues are an essential aspect of communication. The way each person communicates non-verbally is part of their linguistic identity and it varies according to their culture. For example, while in some countries it's common to sit with legs crosses, in others it's considered rude.





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## Gestures around the world



[Watch video](#)





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## Prejudice and stereotypes

Stereotypes are preconceived ideas about a certain group that dictates and standardizes their behaviour or personality traits. Cultural stereotypes are those associated with race,



ethnicity and culture. (e.g.: all Asians are good at Math, all Arabs are terrorists). While some stereotypes are positive, others are negative and lead to the segregation, exclusion of people and prejudice against those from that culture.



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# **Case study**

Intercultural dialogue



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## A Solution: Intercultural Dialogue



“Intercultural dialogue is the best  
guarantee of a more peaceful, just  
and sustainable world.”

- Robert Alan Aurthur -



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## Intercultural Dialogue

Communicating, engaging with, and learning about other cultures can help mitigate miscommunication that happens due to cultural reasons.

Intercultural dialogue is a way to improve the understanding of other cultures and people. It has many benefits, including decreased conflict.

What does Intercultural Dialogue mean?



<https://www.youtube.com/watch?v=Hik4YcyxWs0>



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## Communication Strategies for Intercultural Environments



[Watch video](#)



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## Negotiation, mediation, and Conflict Resolution

Cultural differences and miscommunication can cause conflicts. Sometimes, it's a big problem that can only be solved with big entities help, such as the government. And sometimes, it's a small conflict that happens to us or around us and that we can solve.



<https://www.youtube.com/watch?v=v4sby5j4dTY>





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**What would you do?**

Activity





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# THANK

# YOU!



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