Urban Rez Solutions

- Who we are
- What we do
- Our experience
- Goals and Objectives
Global Village

**Population of the World Mid 2010**

<table>
<thead>
<tr>
<th>Country</th>
<th>Population</th>
</tr>
</thead>
<tbody>
<tr>
<td>China</td>
<td>1,330,000,000</td>
</tr>
<tr>
<td>India</td>
<td>1,173,000,000</td>
</tr>
<tr>
<td>USA</td>
<td>310,000,000</td>
</tr>
<tr>
<td>Indonesia</td>
<td>237,000,000</td>
</tr>
<tr>
<td>Brazil</td>
<td>193,000,000</td>
</tr>
<tr>
<td>Rest of the World</td>
<td>3,587,000,000</td>
</tr>
<tr>
<td><strong>World in Total</strong></td>
<td><strong>6,830,000,000</strong></td>
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</tbody>
</table>
City of Toronto

Toronto, with a population of 2.48 million people (5.5 million in the GTA - Greater Toronto Area) is heralded as one of the most multicultural cities in the world. Over 140 languages and dialects are spoken here, and just over 30 per cent of Toronto residents speak a language other than English or French at home.

Toronto's rich multi-cultural diversity is expressed by the more than 200 distinct ethnic origins residents identified in their response to the 2006 Census.
I don’t understand!!

- Miscommunication is inevitable, especially when there are significant cultural differences between communicators and communities. Miscommunication may lead to conflict, or aggravate conflict that already exists.
Cross Cultural Communication

- Cross-cultural communication (also frequently referred to as intercultural communication) is a field of study that looks at how people from differing cultural backgrounds communicate, in similar and different ways among themselves, and how they endeavour to communicate across cultures.
Effective Communication

- Effective communication with people of different cultures is especially challenging. Cultures provide people with ways of thinking—ways of seeing, hearing, and interpreting the world. Hence the same words can mean different things to people from different cultures, even when they talk the "same" language. When the languages are different, and translation has to be used to communicate, the potential for misunderstandings increases.
Examples of Cultural Differences

• Behaviours

• Gestures
Actions speaking louder than words

- Non Verbal Communication are messages that are conveyed through body movements, facial expressions, and the physical distance between the sender and receiver.
Non Verbal Communication

- Non-verbal Communication: Cultures may be either Low-context or High-context: Low-context cultures rely more on content rather than on context. They give value to the written word rather than oral statements. High-context cultures infer information from message context, rather than from content. They rely heavily on nonverbal signs and prefer indirectness, politeness & ambiguity.
Perception of Time

- In some countries punctuality is considered important and being late would be considered as an insult. However, in other countries being on time does not carry the same sense of urgency.
Personal Space

Too little or too much?
Outlook and perspective

- An individual’s history, experience and social conditioning can have a direct impact on their outlook. Often based on lived experience, people’s expectations of the quality of life they are entitled to can be from opposite extremes. E.g. Optimistic vs Pessimistic. This creates the dynamic for people to be judged as over zealous and unrealistically confident vs lazy and unmotivated.
Maintaining dignity and respect

- In most cultures, maintaining face is of great importance. Being recognized and treated as a human being worthy of dignity and respect is an integral part of self esteem and confidence. In the absence of respect and the where another’s behaviour can be construed as degrading/demoralizing the potential arises for conflict.
Encoding and Decoding

- Encoding - Converting a message to symbolic form

- Decoding - Retranslating a sender's message.
Intercultural Communication Balances

1. Knowledge (about other cultures, people, nations, behaviors...),
2. Empathy (understanding feelings and needs of other people)
3. Attitude (Compassion, Trust, Openness, Honesty, Non Judgmental)
Cultural Norms

Contact Cultures-Studies have shown that those from contact cultures e.g. Arabs, Latin Americans, Southern Europeans) are more comfortable with body closeness and touch than those from non contact cultures e.g. Asians, Northern Europeans. These differences can lead to confusion.
Cultural Barriers

Four specific problems related to language difficulties in cross cultural communications.

- Semantics
- Word Connotations
- Tone differences
- Differences of Perception
Improving Intercultural Communication

• avoid using slang and idioms, choosing words that will convey only the most specific *denotative* meaning;
• listen carefully and, if in doubt, ask for confirmation of understanding (particularly important if local accents and pronunciation are a problem);
• recognize that accenting and intonation can cause meaning to vary significantly; and
• respect the local communication formalities and styles, and watch for any changes in body language.
• Investigate their culture's perception of your culture by reading literature about your culture through their eyes before entering into communication with them. This will allow you to prepare yourself for projected views of your culture you will be bearing as a visitor in their culture.
Effective listening skills

- Active listening techniques
- Restating key points
- Reflecting feelings
- Validating
- Clarifying questions
- Open-ended vs. closed-ended questions
- Paraphrasing
- Encouraging the speaker
- Reframing
Questions/ Closing Comments

- Ineffective Communication is the fault of the sender. Do you agree or disagree?
- What can you do to improve the likelihood that your message will be received and understood as you intended?
- How good are my listening skills?
- How can you improve your cross cultural communication skills?
- What Cross Cultural Communication skills have you found most effective?
- Helpful Hints: It may be helpful to think about interactions you have had where the communication did not work, and try to assess your contribution to the breakdown.
Closing Circle and Feedback

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Thank You