



Gregersen - Hermans
research, consultancy & training

Higher Education Internationalisation



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Intercultural Communication

*University of Padua
Webinar 30.10.2020*

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Agenda

- Purpose of this webinar
- Opportunities and challenges when working with international students or international partners
- Understanding differences in communication styles
- Positive intercultural dialogue
- Practical tips

Purpose of this webinar

To enhance

- our understanding of How to communicate effectively and appropriately with international students and where applicable with international partners?

We will do this by:

- Discussing how differences in communication styles impact our relationships with students or international partners.
- Exploring approaches for positive intercultural dialogue

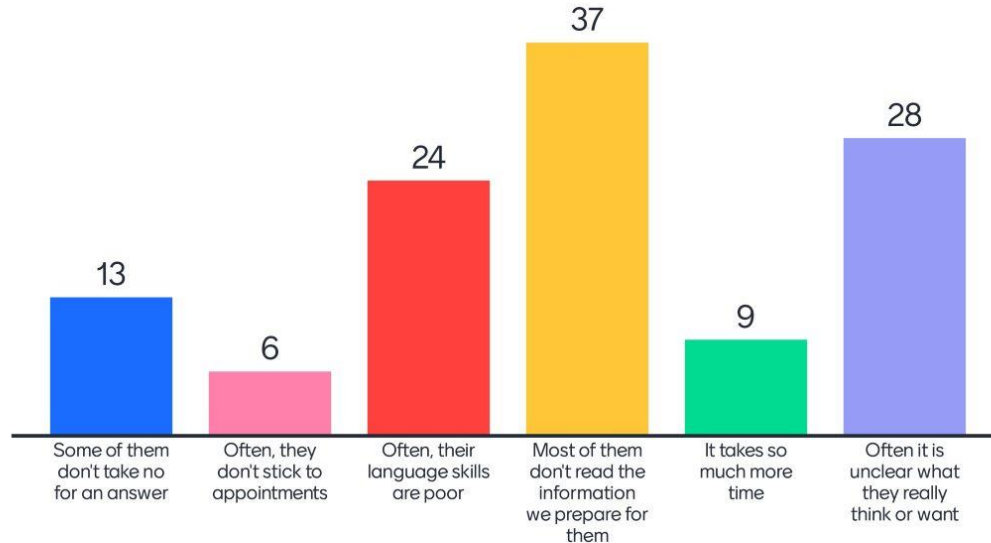
Challenges when working with international students

Go to [menti.com](https://www.menti.com) **code 7409 005**

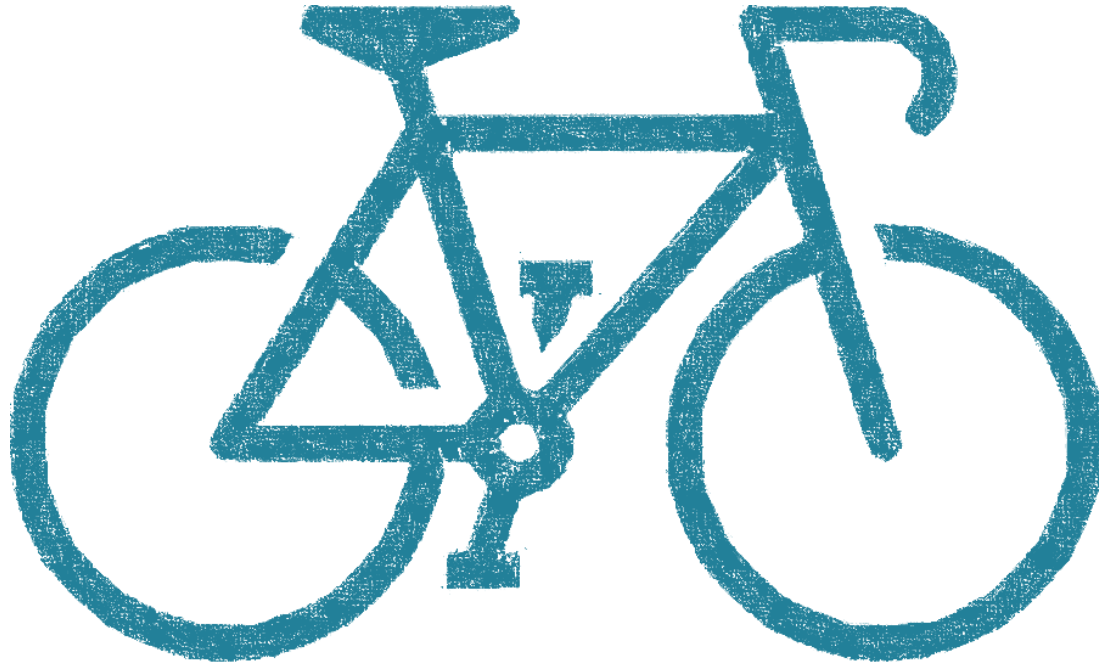
Please choose max 3 options

1. Some of them don't take no for an answer
2. Often, they don't stick to appointments
3. Often, their language skills are poor
4. Most of them don't read the information we prepare for them
5. It takes so much more time
6. Often it is unclear what they really think or want

What are your biggest challenges when working with international students?



/ Hey wait a minute.....



/ Culture as an iceberg



Visible culture

Invisible culture

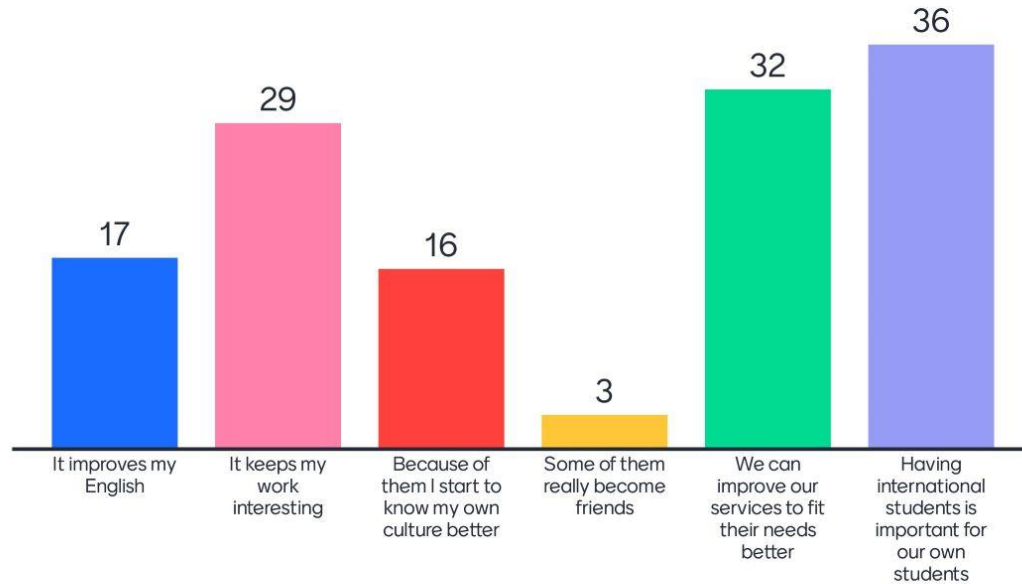
Opportunities when working with international students

Go to [menti.com](https://www.menti.com) **code 7409 005**

Please choose max 3 options

1. It improves my English
2. It keeps my work interesting
3. Because of them I start to know my own culture better
4. Some of them really become friends
5. We can improve our services and ways of working
6. Having international students is important for our own students

What are the the most significant opportunities when working with international students?

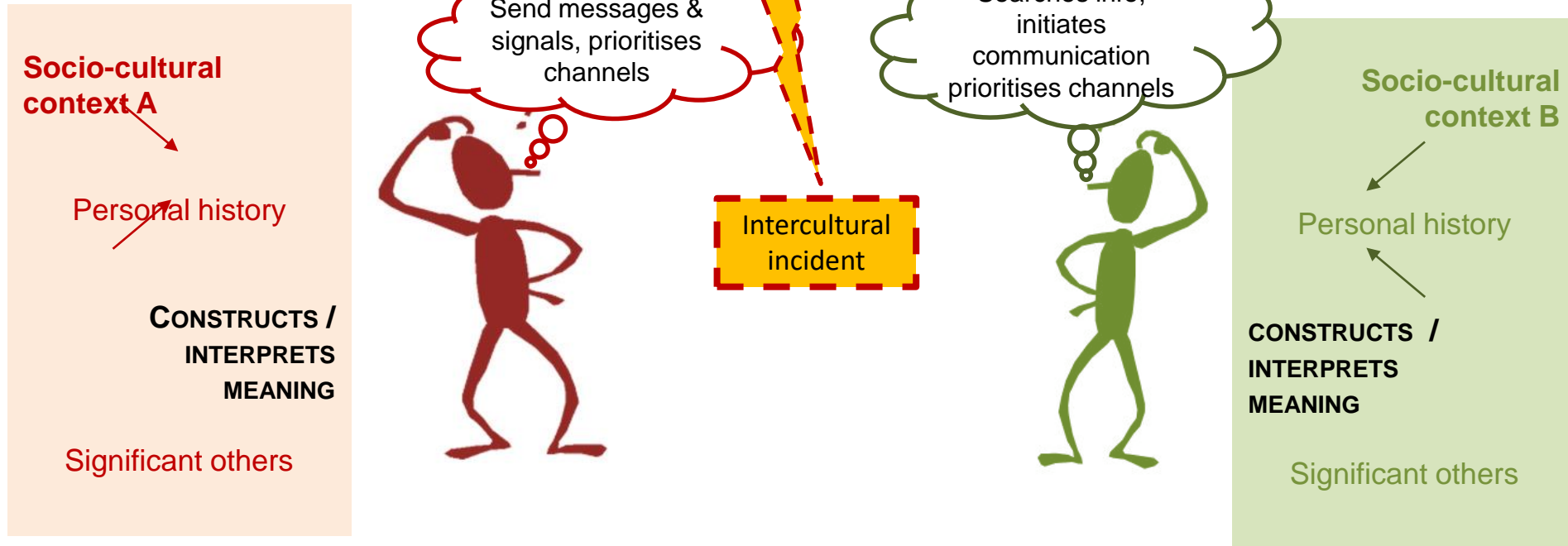


As a rule of thumb

***“ Do unto others as
they would have
done unto
themselves”.***



/ Intercultural encounter: a two way process



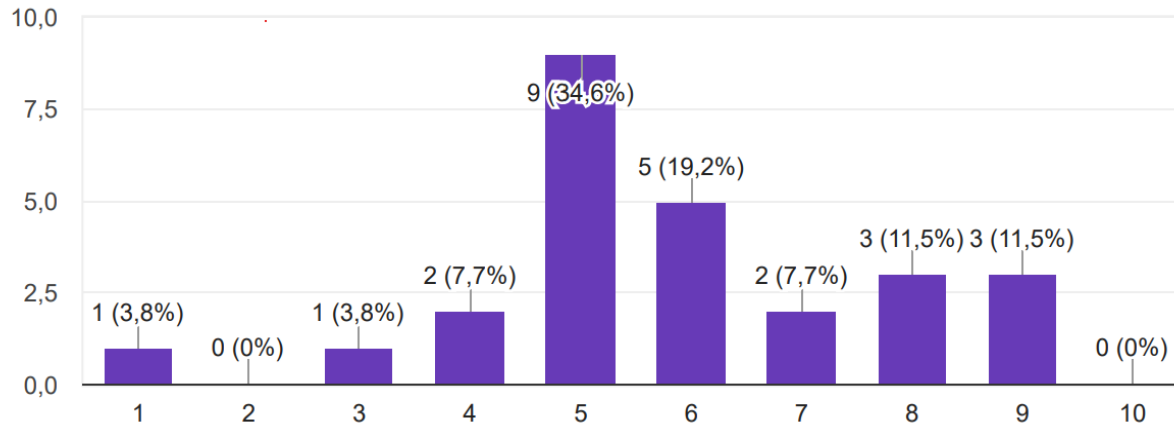
Cultural communication styles

Cultures not only can be differentiated according to their values, belief systems and the associated norms for behaviour. General tendencies on how to communicate vary as well. These are :

- Relationship focus
- The level of formality
- The use of time
- Expressiveness
- Directness

These are general tendencies and individual differences will be found within cultures or cultural groups. Communication styles are learned behaviour. they can learn other styles as well.

/ Relationship focus



Deal or task focus

Relationship focus

/ Example

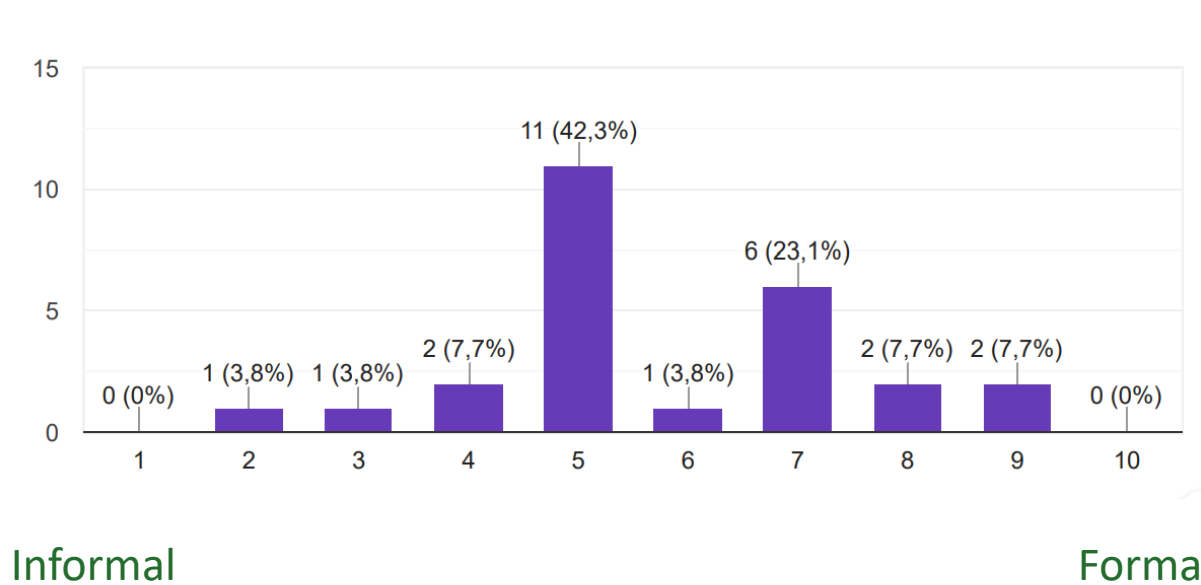
How to build trust?

- Before we can start the job
- While doing the job

What is the impact on the relationship?



/ Level of formality



/ Example

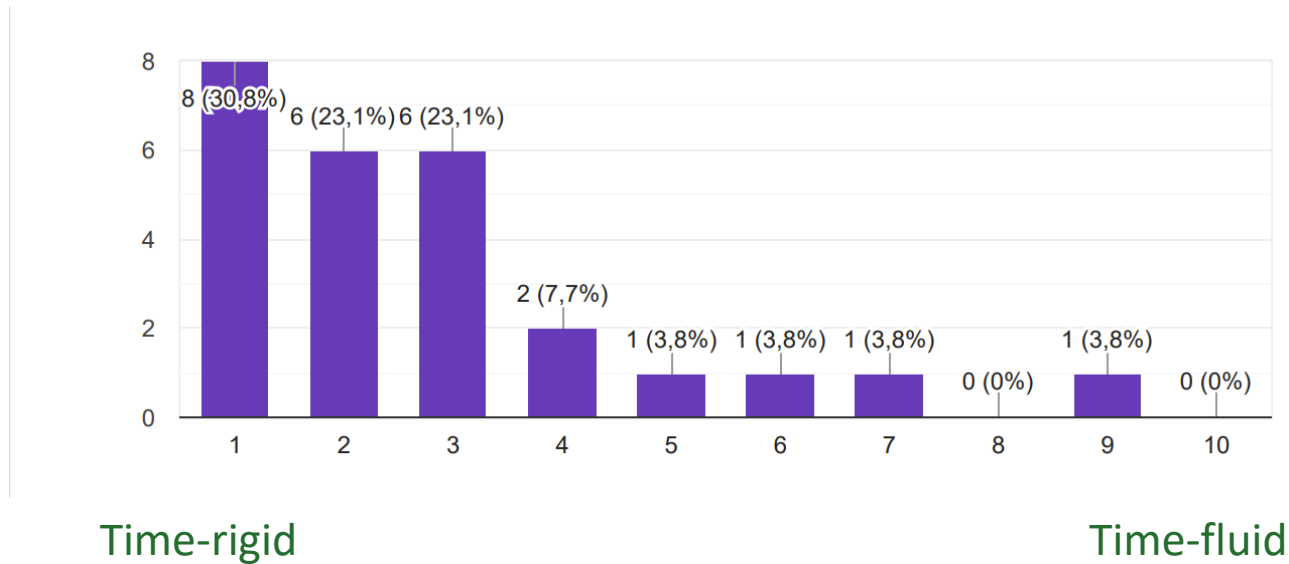
How to demonstrate respect?

- By being polite and holding back
- By immediately continue on a first name basis



How does it feel when someone starts on a first name basis? Or asks you to call him/her by the first name? How does that impact the relationship?

/ The use of time



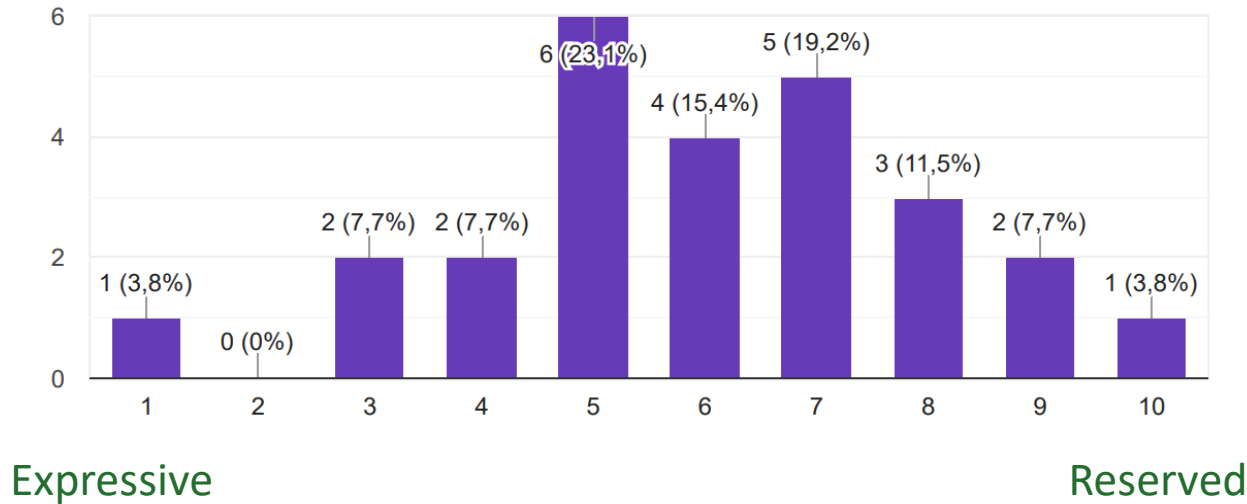
/ Example



When is late too late?

How does that impact the relationship?

/ Expressiveness



/ Example

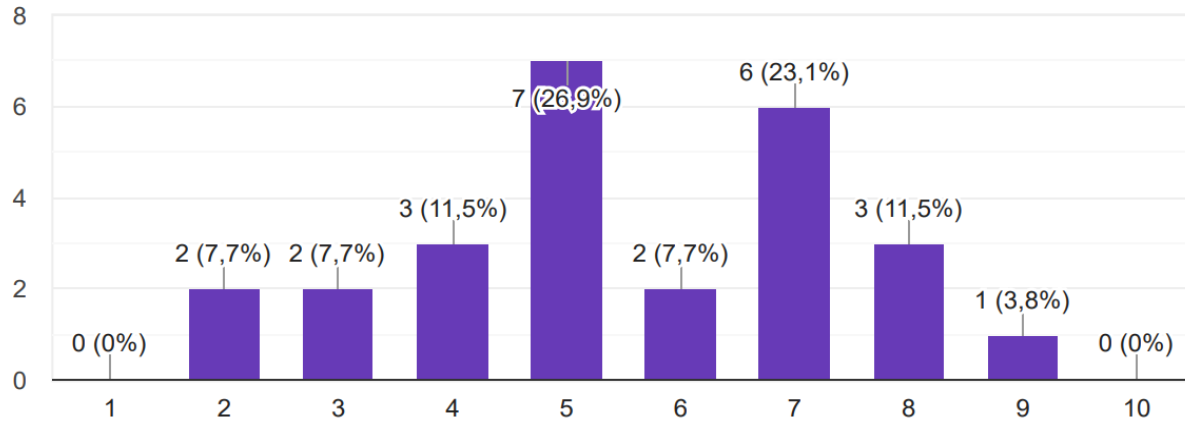
How does it affect you when someone is very loud and expressive

How would someone with an expressive style experience a more reserved style?

How does this impact the relationship?



/ Directness



Direct

Indirect

/ Example

@ indirect persons: how do you experience directness
What is their strength? What can you learn from them?

@ direct persons: how do you experience indirectness
What is their strength? What can you learn from them?



*“Those who know
others are wise, those
who know themselves
are enlightened”*

Lao-tzu



An intercultural approach Collaborative dialogue

Collaborative dialogue is a culture sensitive, respectful inquiry process that:

- explores new dimensions of thinking, feeling and seeing
- works to discover the background tendencies of all parties in the relationship

Values what exists works towards mutually satisfactory outcomes

Assumes there is no right way of doing things

Is aware of relationships among those who are interdependent

A sequence for the dialogue

Clarification: understanding our respective interests, orientation and situation

Understanding 'wants': what each anticipates from the relationship

Integration: Reaching a point where understanding has been achieved. Creatively negotiating ways to accomplish the goal or vision towards a mutually satisfactory solution

Tips: how to work with your opposites

Deal focused

- Understand their impatience
- Explain your need for social engagement to build trust

Informal

- Relax
- Educate them on how to be effective with you

Time-fluid

- Expect no wonders and be a bit more flexible
- Explain the being on time is a matter of efficiency and respect

Expressive

- Understand their need for engagement
- Practice patience and be open to stories

Direct / indirect Which tips would you give yourself ?

*... The way to
intercultural
competence begins
with the first step....*



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