

Strategies for Intercultural Communication

Self-Awareness and Development

- Observe identity shifts when collaborating with different groups
- Discuss with colleagues about how they perceive your identity.
- Simple reframing: “I’m bad at intercultural communication” → “I’m still learning how to communicate in diverse contexts”



Tolerance of Ambiguity

- Pause before reacting & seek clarification.
- Encourage colleagues to explain their perspective.
- Be open to different decision-making styles.

Relationship Building

- Encourage dialogue with open-ended questions.
- Adapt to different working styles (relationship-based or task-based).
- Respect cultural differences, including personal space.
- Strengthen connections with personalized messages on festivals



Continuous Learning

- Continuously improve your English language skills
- Keep a “cultural learning journal” to note unfamiliar communication situations
- Watch documentaries, or TED Talks about diverse perspectives

Being a Good Communicator

- Respect different communication preferences (Face-to-face, virtual, verbal, written)
- Clarify expectations and confirm understanding through follow-ups
- Pay attention to non-verbal communication
- Balance directness and politeness based on cultural norms, expectations



Being a Good Multicultural Team

- Create team communication guide (directness, feedback style, email etiquette)
- Help each other understand different cultural perspectives.
- Assign a facilitator/moderator for meetings
- Keep a regularly check for feedbacks



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