

## INTERCULTURAL COMMUNICATION

- have effective listening and observational skills, as evidenced by being able to:
  - restate what others have said individually or in a group
  - observe the more subtle aspects of the host culture and organization
- possess strategies for resolving an intercultural impasse and miscommunication, by:
  - realizing that how one says something is as important as what one says
  - checking whether local colleagues have understood the point
  - checking that they have understood the points made by local colleagues
  - striving to enhance the clarity of communications (e.g. reformulation)

## Core Competency

- 7.4** IEPs possess sufficient local language capacity to show that they are interested in the people with whom they work and interact.

## Behavioural Indicators

**7.4** Interculturally Effective Persons:

- develop a growing language capacity over the course of the sojourn, by:
  - using local greetings
  - making increasing use of opportunities to use the local language
  - continually improving linguistic capacity so as to be able to function in the local language in more and more situations
  - showing a growing ability to use local metaphors appropriately

