

Communications Styles



Individualist

- > Silence means absence of communication or "Silence means consent"
- > Emotions – PDE
- > Body language –
 - > Eye contact means respect and sincerity
 - > Proximity means Intimacy

Collectivist

- > Silence means respectful listening
- > Emotions – stoic, no PDE
- > Body language –
 - > Eye contact means disrespect and challenge
 - > Proximity means seriousness of intentions

Meetings and Decision-Making



Individualist – equality, low context/long time-orientation

- Plan purpose and agenda
- Time-bound
- Clear rules of order or process of participation
- Everyone is encouraged to speak
- Open discussion and debate
- Decision is made

Collectivist – hierarchy, high context, short-term time orientation

- Establish and maintain harmony and good relations
- Establish and maintain face
- Elders/status speak first
- Young members may not speak at all and will not contradict
- Group caucus used to raise issues and questions and to make decisions
- Spokesperson speaks for group so decision is group voice

Respectful Communication

(Eric Law)



- R • take RESPONSIBILITY for what you say and feel, speak with words others can hear and understand
- E • use EMPATHETIC listening, not just to words said but also feelings being expressed, non-verbal language including silence
- S • be SENSITIVE to differences in communication styles
- P • PONDER on what you hear and feel before you speak
- E • EXAMINE your own assumptions and perceptions
- C • keep CONFIDENTIALITY
- T • TRUST the process because we are NOT here to debate who is right or wrong but to experience true dialogue.
