Teaching Intercultural Curiosity that Builds Bridges instead of Barricades

Annette Benson, Senior Public Relations Strategist

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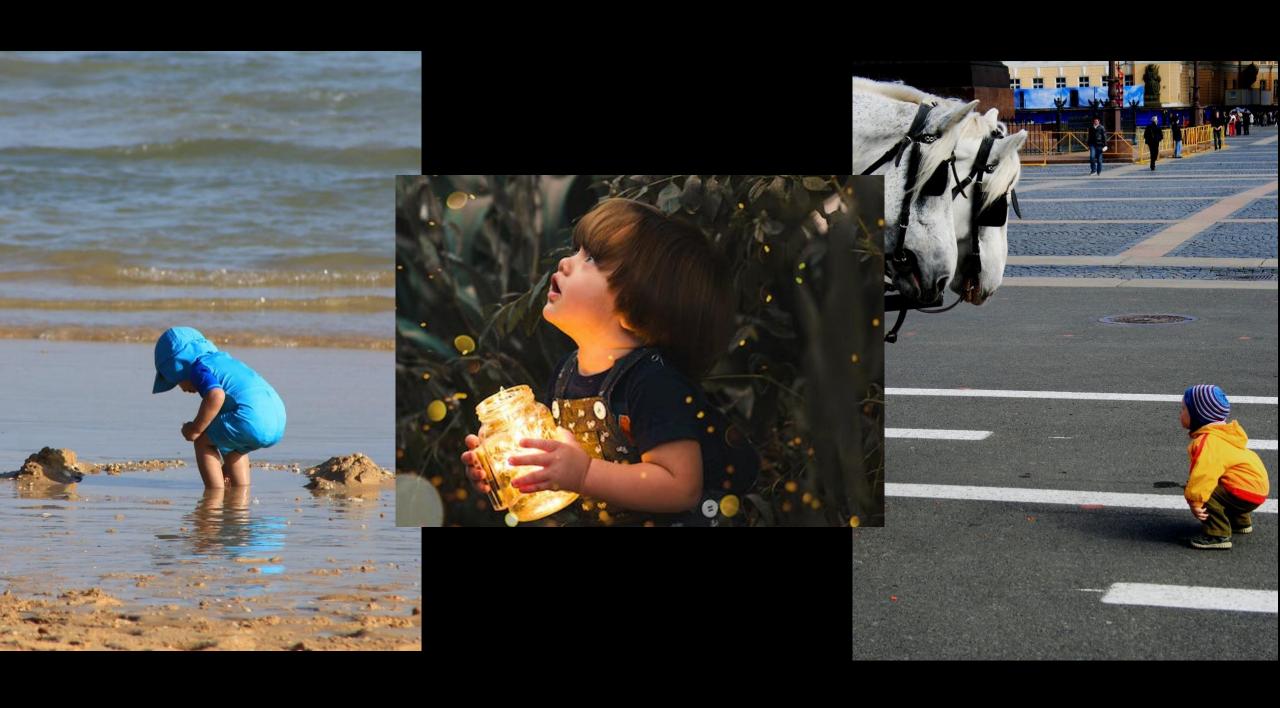










































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	Capstone	Milestones		Benchmark
	4	3	2	1
Attitude of	Asks complex	Asks deeper	Asks simple	States
Curiosity	questions about	questions	or surface	minimal
	other cultures,	about other	questions	interest in
	seeks out and	cultures and	about other	learning
	articulates answers	seeks out	cultures.	more
	to these questions	answers to		about
	that reflect multiple	these		other
	cultural	questions.		cultures.
	perspectives.			



What are reasons for closing a bridge?





Have you ever been in a conversation in which the questions being asked acted more as barricades than bridges?

A LIFE WITHOUT QUESTIONS OR NO QUESTIONS PLEASE! DESIGNED BY NAGESH RAD





DESIGNED BY NAGESH RAO

PRESIDENT OF THE MUDRA INSTITUTE OF COMMUNICATION IN AHMEDABAD, INDIA, TO PROVIDE PRACTICE IN CODE-SWITCHING.

Purpose:

- Explore how and what we learn when we do not ask questions.
- What happens to listening, power and relationship-building with and without questions?
- This activity provides pros and cons of asking/not asking questions.

Learning Outcomes:

- Learning how to seek information, share self, and interact with others.
- Knowing direct versus indirect communication styles, agendasetting and power.
- It teaches how to be curious in non-intrusive ways.



GROCERY STORE CONVERSATION





What can we influence with our conversation?



misread body language language **TOO MANY** social media QUESTIONS!!! noise time **Barriers to Effective** distractions Communication discomfort with the topic put downs distance disability lack of interest culture

other people

PURDUE

Core Intercultural Competencies

Cognitive Complexity:

The degree a
 person can
 interpret an event.
 Able to see subtle
 differences than a
 person who
 cannot.

Empathy:

 Skill of being able to take another person's perspective and understand without judgement.

Curiosity:

 Having a "sense of wonder" and recognizing that you may have reached the limits of our comprehension.



ALIFE WITHOUT QUESTIONS OF NO QUESTIONS, PLEASE!

The Doctor and Patient

Group 1:

- One person will be the patient
- Second person will be the doctor
- You must attempt to make a diagnoses
- NO drawing allowed
- NO questions allowed





Debrief

- 1. Why do we ask questions?
- 2. What are the strengths and limits of asking questions?
- 3. What are the advantages and disadvantages of not asking questions?



- What are your goals and how they align with
 - Needs Interests Wants?
- Communicate in a constructive way.
- Don't take comments/emotions personally.
- Don't assume they see/agree with your point of view.
- Keep your sense of humor.





Stella Ting-Toomey's EAS Model (1999)

Effective

Are you (as the questioner) getting the information you are looking for?

Appropriate

Does your question follow cultural rules and norms on a societal level and not violate anyone's expectations of politeness?

Satisfactory

What is the impact a question has on an individual? Do our questions support and validate their identity and take care of their needs?



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POWER



Session/Workshop Evals