

Overview:

This lesson plan challenges participants to practice active listening skills and understand the value of clear and effective communication. They will create a paper snowflake based on simple directions that are provided by the facilitator and then discuss how each of them interpreted the directions.

Background:

This activity was created by Donna M. Stringer and Patricia A. Cassidy and is in their 2009 book, *52 Activities for Improving Cross-Cultural Communication* (see citation below).

Objectives:

As a result of this activity, participants will be able to:

1. "Experience how often we may assume that others understand what we mean."
2. "Identify how important specific language by the speaker can be in creating genuine understanding."
3. Identify how important it can be for the listener to ask questions to ensure effective communication" (Stringer & Cassidy, 2009, p. 145).

Time:

30 minutes

Group Size:

Entire group

Materials:

One sheet of lightweight paper for each team of participants and one sheet for the facilitator.

Intercultural Development Continuum Stages:

- Denial

AAC&U Intercultural Knowledge and Competence Goals:

Verbal and Nonverbal Communication:

- To articulate a complex understanding of cultural differences in verbal and nonverbal communication (e.g., demonstrates understanding of the degree to which people use physical contact while communicating in different cultures or use direct/indirect and explicit/implicit meanings).
- To skillfully negotiate a shared understanding based on these differences.

Other Skills:

Friendship; Teamwork; Mentorship & Leadership; Diversity, Equity, and Inclusion

Links to Activity Instructions:

- [Link to instructions \(p. 7\)](#)

Related Tools:

Similar tools:

- [Are You Listening?](#)
- [Building a Tower](#)
- [Life Without Questions or No Questions, Please!, A](#)
- [Listening Deeply for Values](#)
- [Mindful Me](#)
- [One Way-Two Way Communication](#)
- [Ostrich, The](#)