

# 5-5 Intercultural Communication



## 跨文化上的溝通方法

- When someone speaks too fast, ask him or her to repeat; never pretend to understand.
- Practice using your face muscles daily, saying uh-ah-oh-oo-ee. Don't be afraid to open your mouth.
- Sometimes it helps to smile when you speak. It relaxes your voice.



- 當有人說話太快時，請他或她再重覆一次;但絕不要佯裝了解了他的意思。
- 每天練習你的臉部表情，說 嗯嗯。不要吝嗇於開口喔。
- 當你說話時，適時的微笑將對你有所幫助。能幫助你放鬆語調。

### Tips for native speakers:

- Face your listener when speaking.
- Be aware of slang and jargon and limit your use of it.
- Repeat key words slowly.
- Slow your pace so the listener has a chance to ask for clarification.
- If you don't understand what the person said, and asking them to repeat it doesn't help, ask the speaker to 'say it another way', or ask to see the word in writing.
- In conversations (or meetings), summarize and check for understanding often.
- Be careful with sarcasm and humor; these are culturally bound.
- Use short, direct statements; avoid embedded questions.

--Avoid the temptation to take control of the conversation. Give the non-native speaker time to absorb and process what you say-and room to respond.

--Stay focused on one idea at a time. Make transitions clear to help the listener follow your ideas.



給本國的演講者一些技巧:

--當演講時請正面對你的聆聽者

--留意演講時所用的不當和粗俗的言詞

--重複並緩慢的說明重要詞語

--降低你的步調，好讓聆聽者有機會提問以釐清觀點

--如果你不了解演講者的敘述時，可直接提問讓他用另一種想法再說明一次，或要求能夠看到紙本意思

--在彼此溝通(或開會)時，確認大部分人可看懂的結論內容

--當心幽默和諷刺的言論；這是文化上的限制

--運用簡短且直接的敘述方式；避免印象式的提問

--避免去轉移或控制談話方式。給非本國的演講者時間統整你所提出的問題和回應

--每一次皆專注在一個問題上。釐清每一小段的內容，好讓聆聽者可以清楚你的想法