

Methodological tool: Intercultural communication feedback

Number of methodological Tool	EUPA_LO_0042_M_002
Work Area Code and Title	WA3: Communication and social, telephone handling, code of conduct, equal opportunities and relationships
Unit Code and Title	3.2. Use of appropriate social and business communication skills for selected audiences and intended outcomes
Learning Outcome Number and Title	LO42. Demonstrate the ability to explain the benefits of effective communication in the workplace and to solve problems through communication as well as to select the most appropriate methods for selected audiences and intended outcomes (LO42).
Objective of the methodological tool	After the completion of this activity, participants will be able to: <ol style="list-style-type: none"> 1. Adapt their communication skills to non-routine situations 2. Identify non-verbal feedback signals 3. Demonstrate ability to tolerate diversity and communicate with people from different cultural, age, minority, etc. groups 4. Solve miscommunication problems that may arise in non-routine situations 5. Select the appropriate methods for communicating, while taking the context into consideration
Approximate Time needed for the completion of this exercise	20 min.
Individual or group exercise	<input type="checkbox"/> Individual <input checked="" type="checkbox"/> Group
Type of methodological tool	<input type="checkbox"/> Written exercise <input type="checkbox"/> Group exercise <input type="checkbox"/> Video analysis <input type="checkbox"/> Simulation <input type="checkbox"/> Multiple choice <input type="checkbox"/> Group exercise with cards <input type="checkbox"/> Exercise using ICT <input checked="" type="checkbox"/> Role play <input type="checkbox"/> Group discussion <input type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the	1. Divide the participants into two groups: The “speakers” and

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exercise/Procedure	<p>the “listeners”. Each group should then move to a separate room. The “listeners” will be handed the handout (EUPA_LO_0042_M_002_Att1), which provides them with instructions on what “annoys them” as members of a culture. Also, brief the “speakers”, by telling them that they will be trying to sell mobile phones to the “listeners”. Ask them to choose two “salespersons”, one male and one female.</p> <ol style="list-style-type: none"> 2. After the “listeners” read and memorise what “annoys” them, bring them back to the same room where the “speakers” are. Ask the “salespersons” to start introducing themselves to the “listeners”, while the rest of the “speakers” are keeping notes on what they believe “annoys” the “listeners”. 3. After the conversation is finished, let the speakers finalise their findings and then ask them to read them aloud. 4. Discussion follows where the “listeners” reveal what “annoys” them and a comparison is made with what the “speakers” found.
Exercise is accompanied by	<ul style="list-style-type: none"> • Attachment 1 (EUPA_LO_0042_M_002_Att1)
Exercise solution	N/A
Other comments to the trainer	N/A