

Multi-Cultural Communications

The National Conference for Community and Justice of Greater Dayton (NCCJ)



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Process Outline

- Welcome and Opening Comments
- Objectives
- Why NCCJ? – Brief Overview
- Introductions
- Personal Agreement and Communication Rule
- Understanding Values; Exercise-What is the Message?
- Communication Styles
- Helpful Tips
- Wrap-up; Comments, Questions and Take aways



Objectives

- Increased knowledge, understanding and value of cultural differences
- Increased understanding of appropriate and effective multicultural communication
- Increased understanding of one's own communication style and its impact on others

Introduction to NCCJ

- ❖ Diversity & Inclusion Experts
- ❖ Human Relations Organization
- ❖ Areas of concentration – Workplace, Advocacy and Youth Leadership Development
- ❖ Presenter of Annual Humanitarian Awards
- ❖ Supporter of Annual Premier Diversity Awards for businesses

Introductions



Personal Agreement

- ❖ Permission to reveal
- ❖ Permission to struggle with issues
- ❖ “I am who I am.”
- ❖ I do take responsibility for:
 - New information and knowledge
 - Challenging myself
- ❖ Allow others to be open and honest about their feelings
- ❖ Respect confidentiality

Important Communication Rule to Remember:

Intent \neq Impact

People who are different than you react to your behavior, not to your intentions.

Understanding Cultural Differences

EXAMINING VALUES...

EXERCISE-WHAT IS THE MESSAGE?

Multi-Cultural Communication Styles

Varies Between and Within Cultures

- Verbal and Non-verbal
- Addresses Conflict
- Approaches to Projects or Tasks
- Decision Making
- Attitudes toward Disclosure
- Approaches to Knowing

**MULTI-CULTURAL
COMMUNICATION TIPS - HANDOUT**

Comments, Questions and Take aways



For additional information

Contact NCCJ of Greater Dayton

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תודה רבה

Thank you

Grazie

Спасибо!

DANKE VIELMALS

Ngiyabonga

Merci

GRACIAS

beaucoup

ありがとうございます

Teşekkürler

Obrigadinho/a