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Intercultural Communication and Culture Shock

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Culture and Communication

- Communication is a process in which an individual sends verbal or non-verbal message to express meanings so that all participants understand the message in a similar way (DeFleur, Kearney, Plax 1998)
- Culture is silent information which enables the mutual understanding and communication of the members (Haslett 1989)
- In intercultural communication sender of the message and the recipient of the message are represent different cultures



Culture and Communication

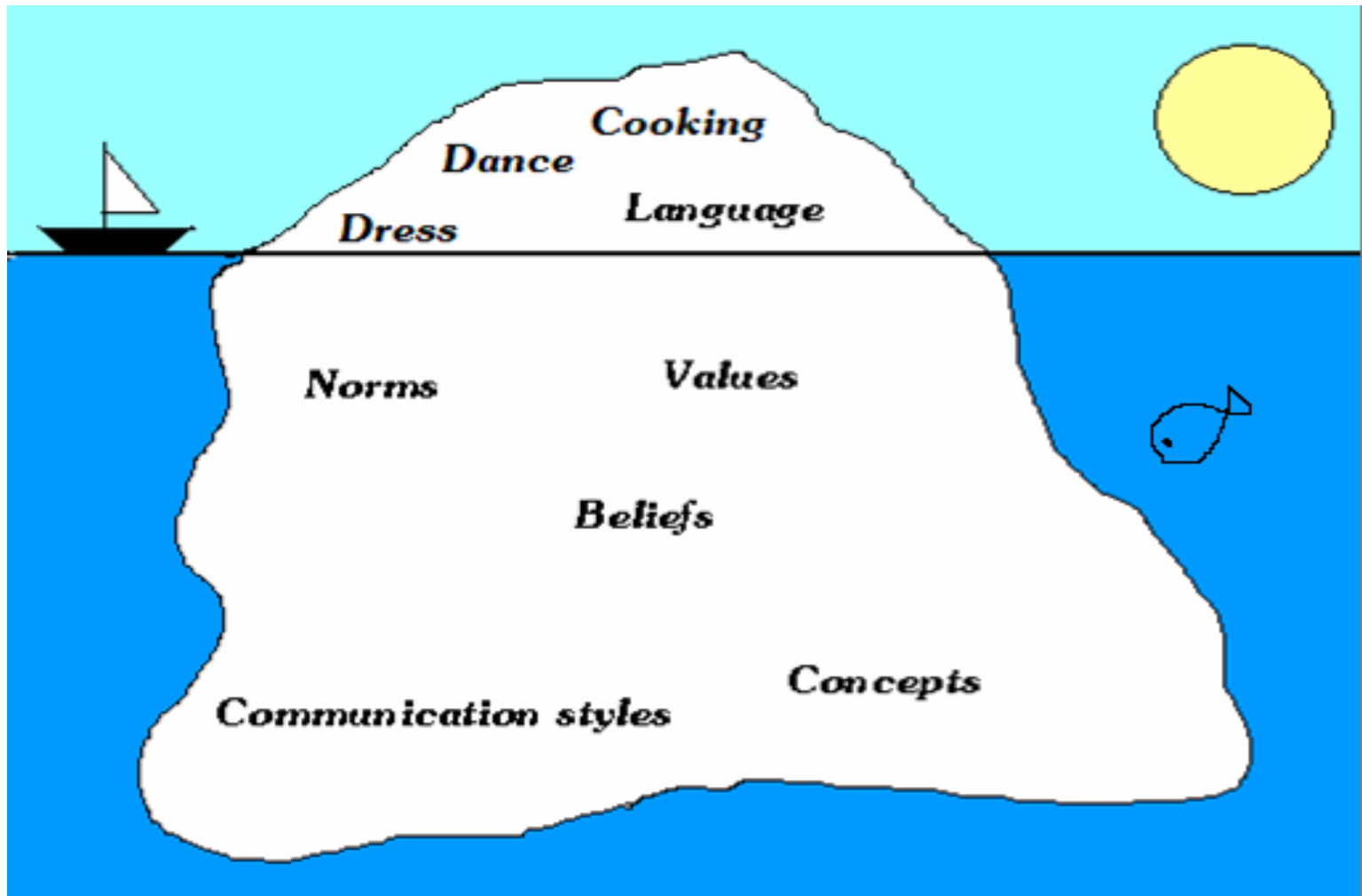
- Stumbling blocks of intercultural communication
 - Expectations of similarity
 - Language differences
 - Misunderstanding of non-verbal communication
 - Stereotypes
 - Tendency to evaluate
 - Stress and anxiety

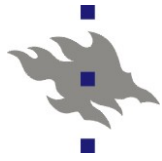
(Barna 1994)



Culture and Communication

Visible and invisible behaviour

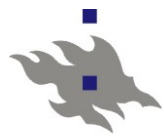




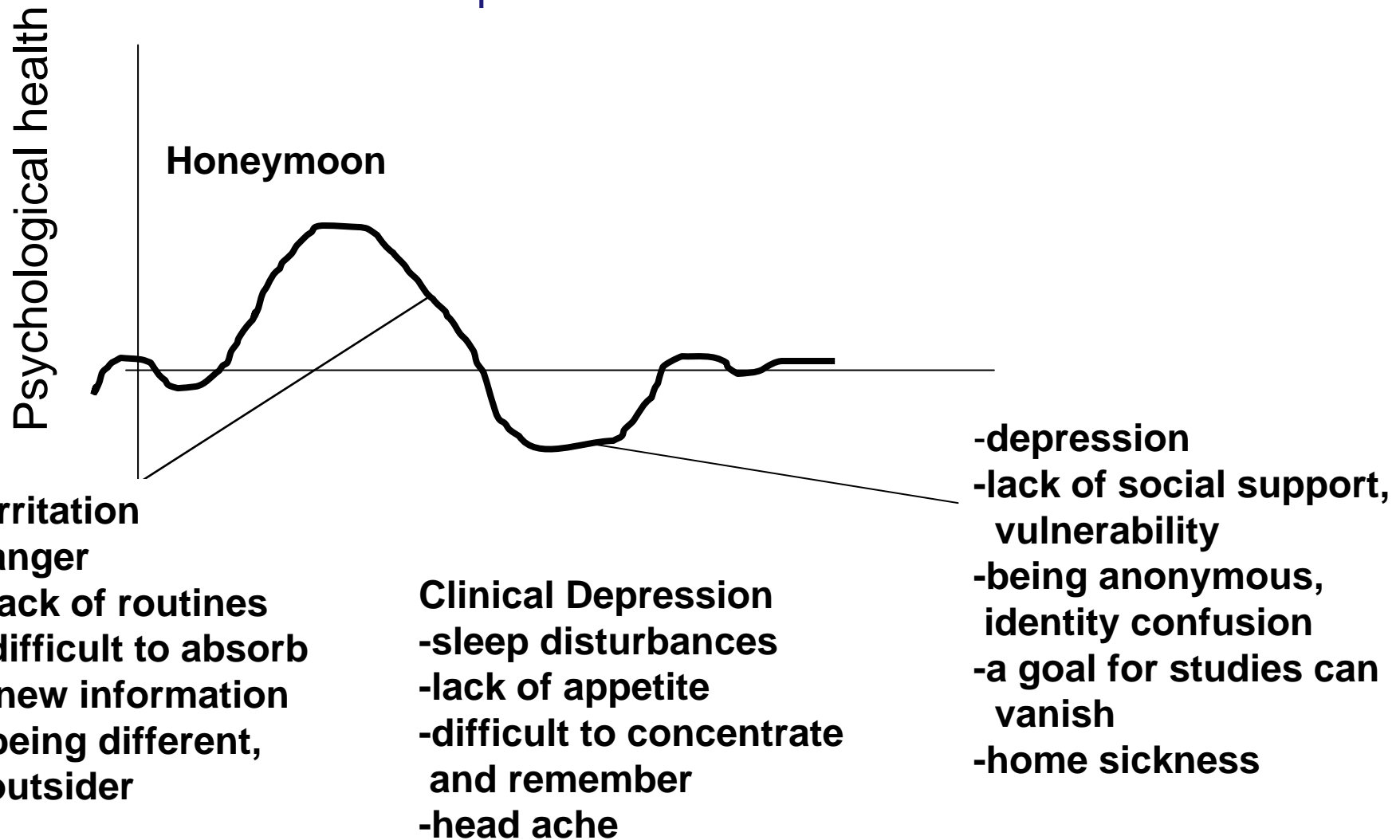
Cultural Shock

- A psychological stress that is caused by disability to understand, control and predict people's behaviour in a new country.
- An immigrant is anxious, confused and withdrawn before he/she learns appropriate behaviour patterns in social interaction.

(Grinberg & Grinberg)



Cultural Shock Adaptation Process





Cultural Shock – Adaptation Process

- Feelings connected to Adaptation process
 - Loneliness
 - Sorrow
 - Rootless ness
 - Bitterness
 - Longing
 - Being stranger
 - Suspicion
 - Inferiority
 - Identity confusion
 - Language degradation
 - Value degradation



Cultural Shock – Adaptation Process

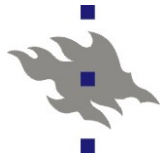
■ Adaptation process

■ Very personal

- Person, expectations, previous experiences
- Circumstances
- Cultural differences
- Time ...

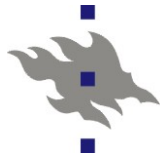
■ Identity crisis?

- Familiar clues lost
- Failed communication



Cultural Shock

- Overcoming culture shock
 - Awareness of culture shock
 - Maintaining continuity in everyday life
 - Lowering demands/expectations towards oneself
 - Adaptation consumes a lot of energy
 - Take a good care of your body



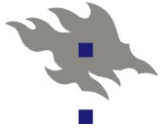
Cultural Shock

- Benefits of culture shock
 - Growth in cultural awareness concerning own culture
 - Growth in tolerance
 - Expanding one's own personal limits
 - Becoming free from role-boundaries

Cultural Shock

Practical hints for outgoing students

- Everyday life is everyday life
 - Listen to the advise of locals
 - Activeness, openness – ask questions
 - Politeness
 - Initiative and endurance
 - Surprises – be prepared
-
- Patience to accept those things you can't change and courage to change those you can. Wisdom to separate these two from each other



Intercultural Communication and Cultural Shock

- Grinberg, Leon & Grinberg, Rebecca: Psychoanalytic Perspectives on Migration and Exile. New Haven & London. Yale University Press. 1989
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