

# Cross-cultural Communication Differences

Individuals and their families respond positively when they understand why others act the way that they do. They feel more comfortable when their communication style differences are recognized and respected. People tend to attribute bad intentions to others when they do not understand their behaviors.

Informality valued-  
Use of first names

Formality valued –  
Use of honorific names

Avoid silence

Value silence to process information

Value physical distance

Value physical closeness

Value direct eye contact

Value soft eye contact

Value expression of emotions (anger)

Value control of emotions

Animated body language

Controlled body language

## Communication Styles

### Direct

Reflects the importance of the individual

Asserts self

Uses “I”

Linear thought process

Listener focuses on what is said

Disagreement is not personalized

### Indirect

Reflects the importance of harmony

Does not assert self

Uses “We”

“Stepping stone” process

Listener focuses on what is implied

Disagreement is personalized