



**Your name:**

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**Intercultural communication**

**Session 5:**

**Communication**

**Learning journal**



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## Content / Tasks

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## ► 5.4 The elements of the communication process

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|  | **My personal distance zone** |

Choose a specific context, for example when queuing up at a shop or waiting at the bus stop, and reflect on your preferred personal distance zone by gradually moving towards the person waiting with you. When do you start to feel uncomfortable? Do you think that the corona pandemic influenced your preferred distance zone? How about the preferred personal distance zone of the other person: Is it similar or different?

Note down your thoughts in the field below.

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|  | **At a hotel reception** |

You are going to watch a YouTube video in which a customer talks to a hotel receptionist in two sequences. First, we would like you to simply listen to the conversation without watching the clip (we recommend minimizing the browser window, switching to another browser tab or switching off the display). Evaluate whether and to what extent there is common understanding between the speakers. Note down three examples of sequences where communication was successful or unsuccessful and argue why you chose them.

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In a second step, watch the video clip and assess the non-verbal aspects of the communication you observe in the video. Identify three examples of this non-verbal communication that might hinder the creation of a common understanding between the customer and the receptionist.
Note these down as well.

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Also note down two examples to show your understanding of the para-verbal and extra-verbal levels of communication.

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Video: At a hotel reception, <https://www.youtube.com/watch?v=N7lGqmZprx0>

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|  | **How miscommunication happens** |

Watch the TED talk by Katherine Hampsten and in your learning journal, note down the practices mentioned that support the co-creation of meaning and reaching a common understanding together.

Video: How miscommunication happens (and how to avoid it), <https://youtu.be/gCfzeONu3Mo>

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## ► 5.6 The transactional model of communication

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|  | **The internal audit** |

Having read the short case, please carry out the following tasks.

Analyse the communication situation based on the transactional model.

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Using your results, argue to what extent Marino and the department manager were able to co‑create meaning.

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## ► 5.7 Learning review

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|  | **The meeting** |

Having read the case study, use the transactional model and the example of Hadiko and Heiko to identify the different elements of the communication. Not down the results in the field below.

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What might have helped to ensure the co-construction of meaning?

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