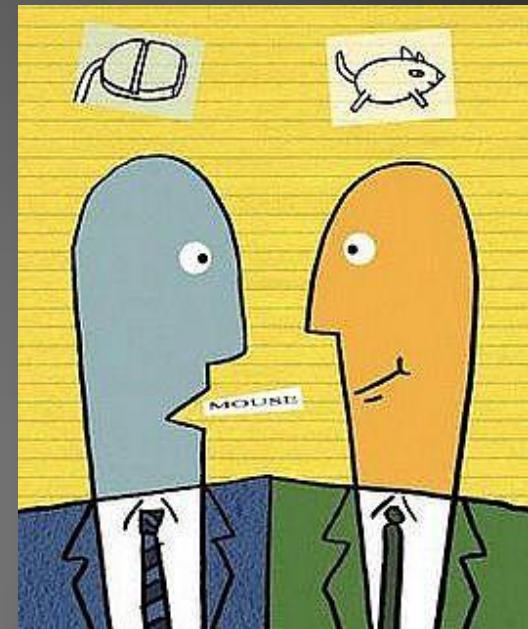


Issues with Communication

Written and Verbal



Benefits of a Diverse Workplace

- Attract and retain best people
- Gain greater market share
- More effective problem solving
- More powerful innovation and creativity
- Increase organizational flexibility
- Contribute to social responsibility
- Increase profits

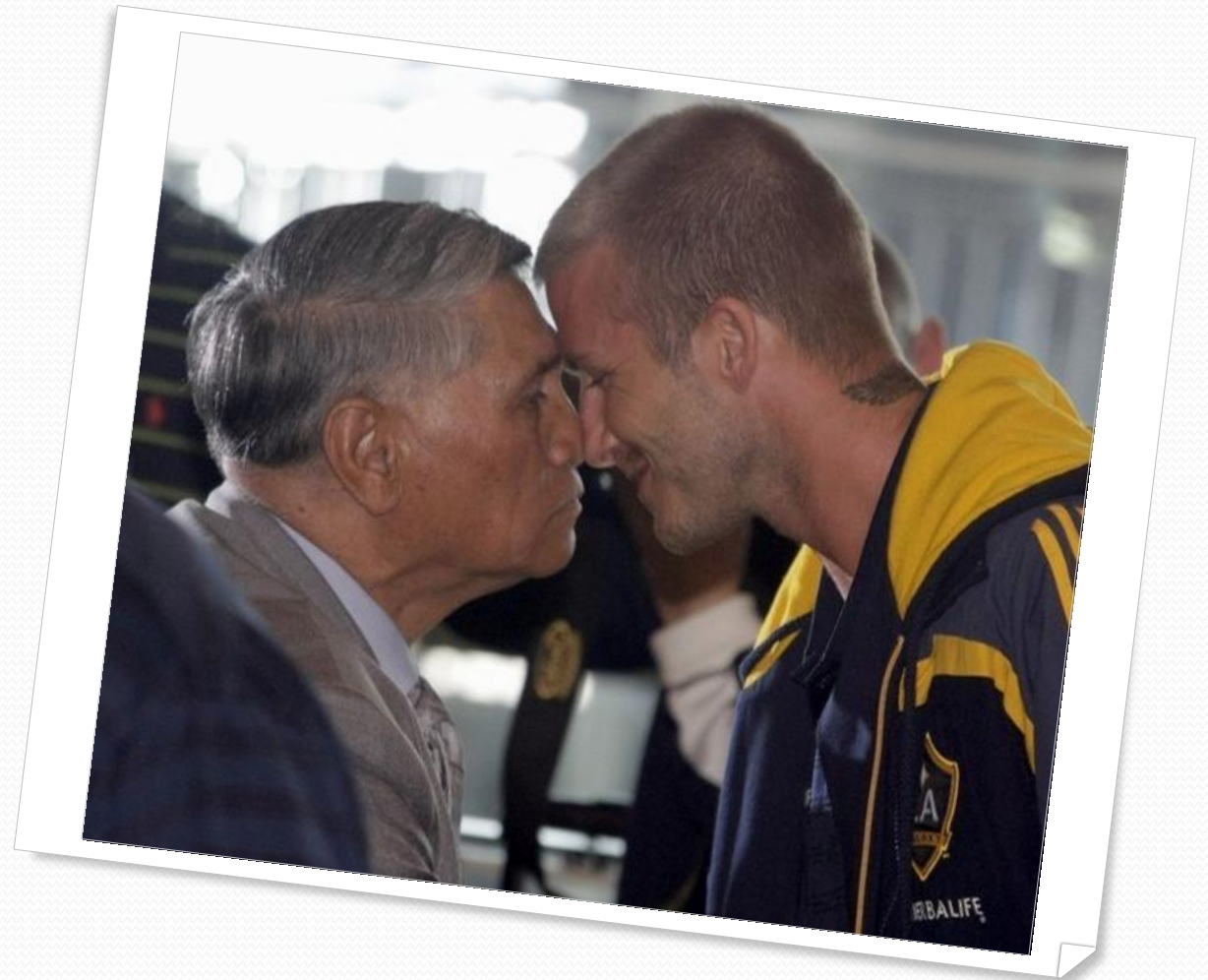


Non-Verbal Communication

- Gestures
- Personal space
- Greetings
- Concepts of time
- Physicality
- Facial expressions
- Eye contact
- Posture

**Maori
“Hongi”
Greeting**

New Zealand



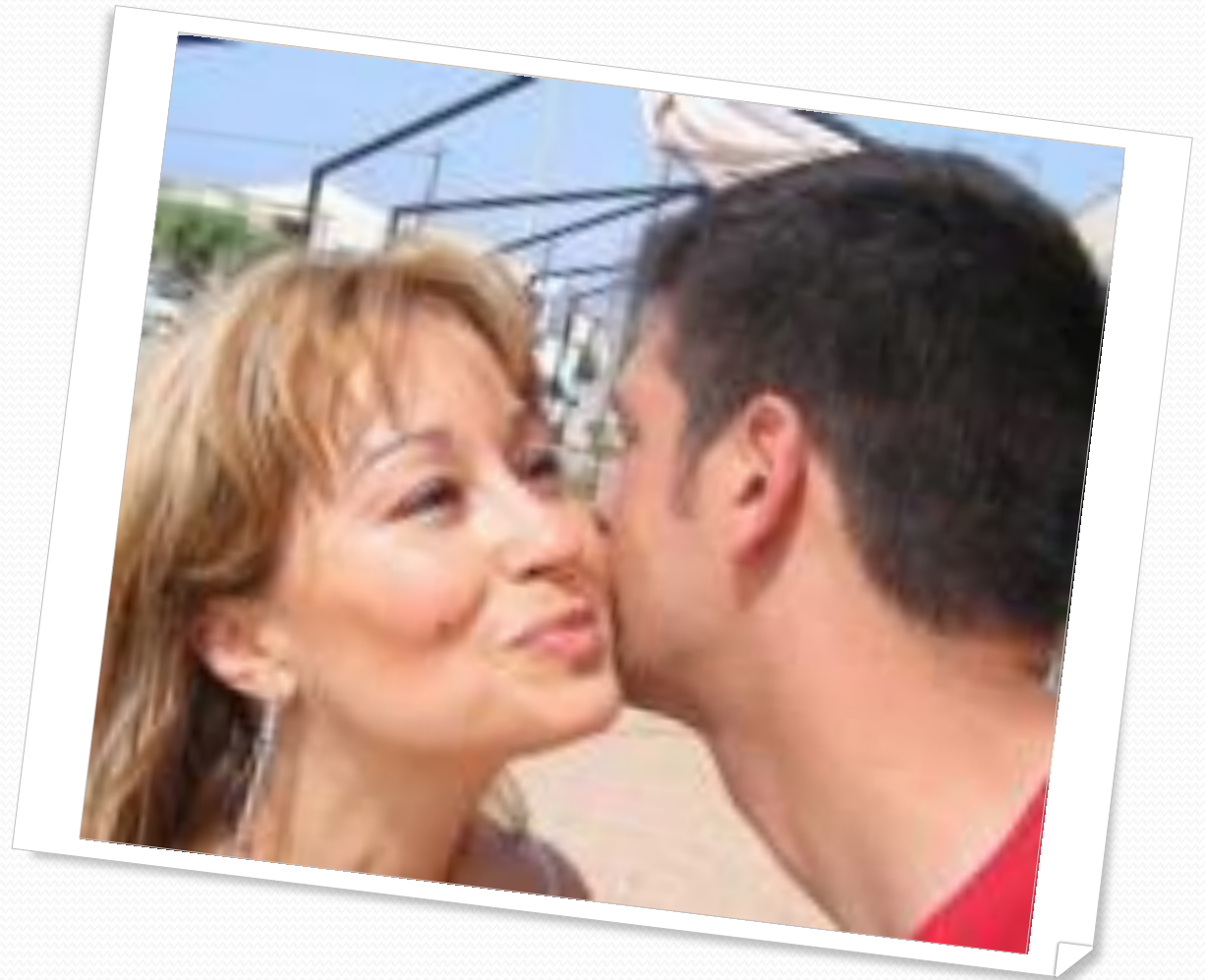
Lack of Personal Space

Russia



**Common
Greeting in
Latin America**

Argentina



More Communication

Verbal

- Tone of voice
- Diction
- Directness
- Idioms

Written

- Translation
- Formality
- Titles
- Dates

Idioms

- Should be avoided
- Do not translate between languages



Lost in Translation

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Work bench

FARTFULL

\$109.00/ pieces

(price reflects selected options)

website prices may vary from store prices.

- ▶ Storage space for games and accessories under the seat.
- ▶ Mouse pad both for right-handed and for left-handed people.
- ▶ Seat part with handle; castored to be easy to move about.
- ▶ The metal front doubles as a magnetic board.

designer: Lisa Norinder

tips & ideas

- * lighting your kid's room
- * living with kids
- * living with kids

[enlarge image](#)



Lost in Translation



Chevy Nova

Did not sell well in
Mexico



Eliminating Miscommunication

Do...

- Be brief
- Speak slowly and clearly
- Cite numbers and dates carefully
- Double-check when has been said or agreed upon
- Ask for feedback from listener

Don't...

- Use ambiguous words
- Use slang, jargon or idioms
- Refer to popular culture
- Talk down to the other person
- Rephrase until it is clear it is necessary

