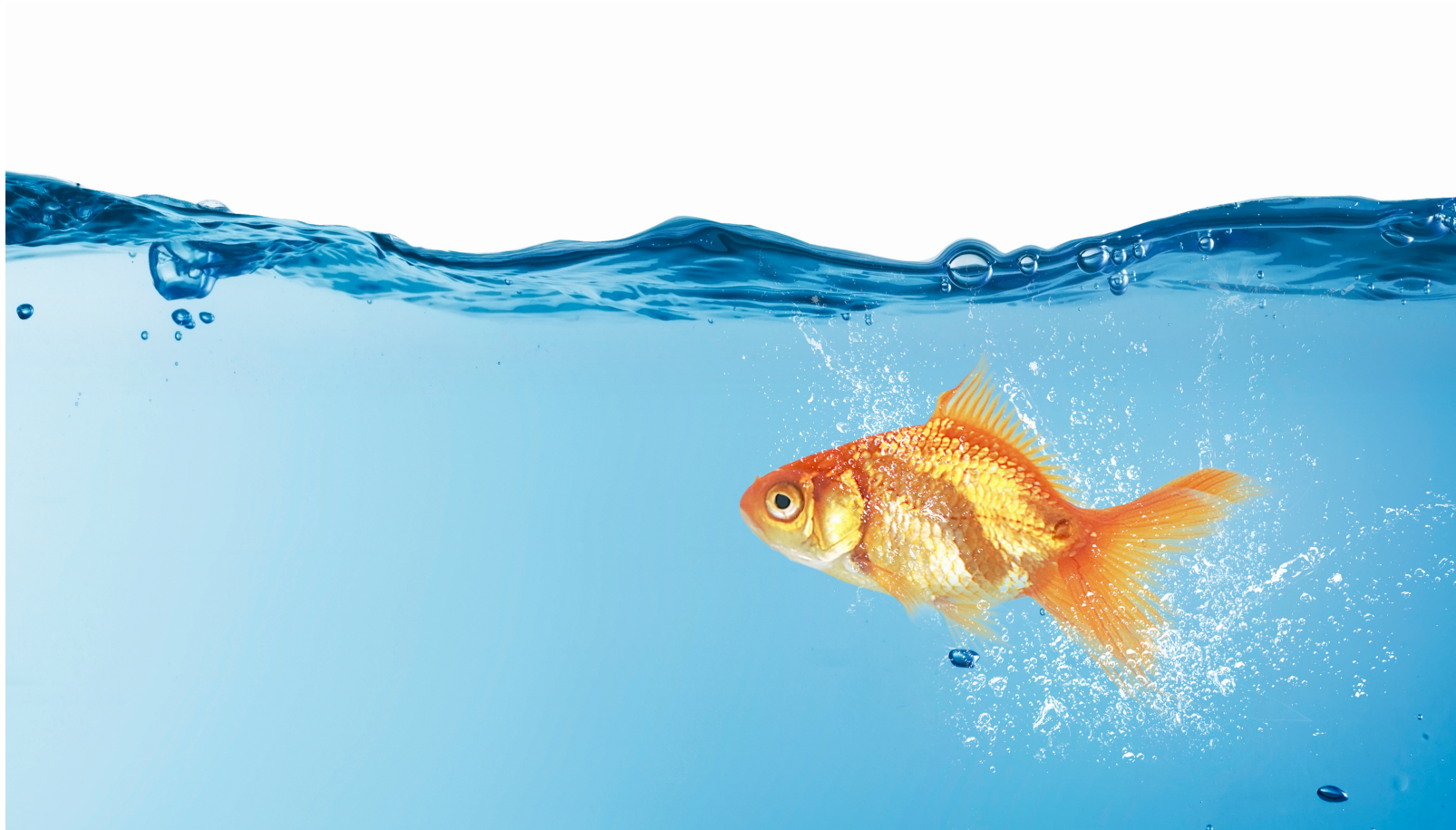


Communication overview

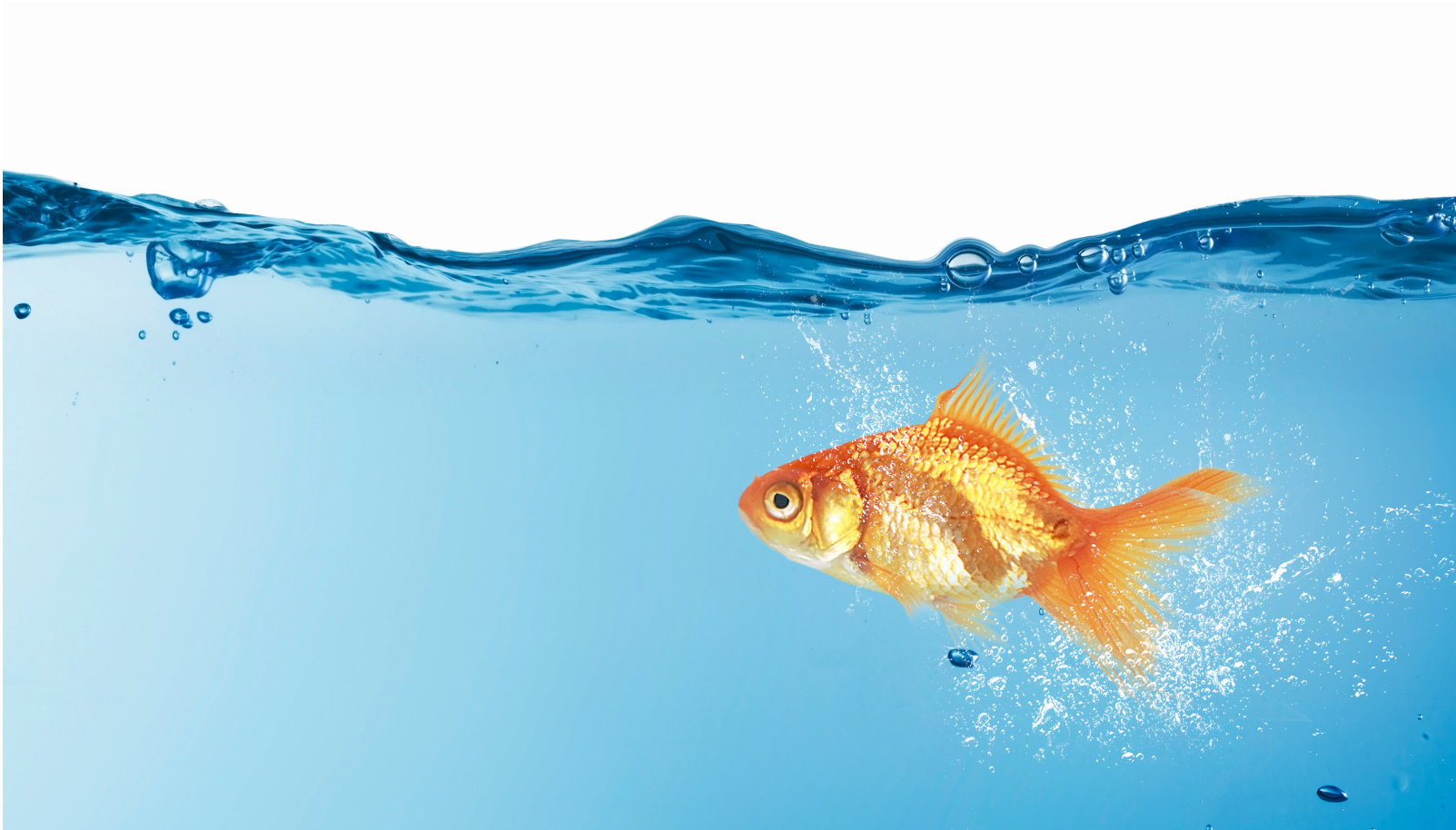
We don't really know what culture is.

- The problem we have with culture, a fish has with water

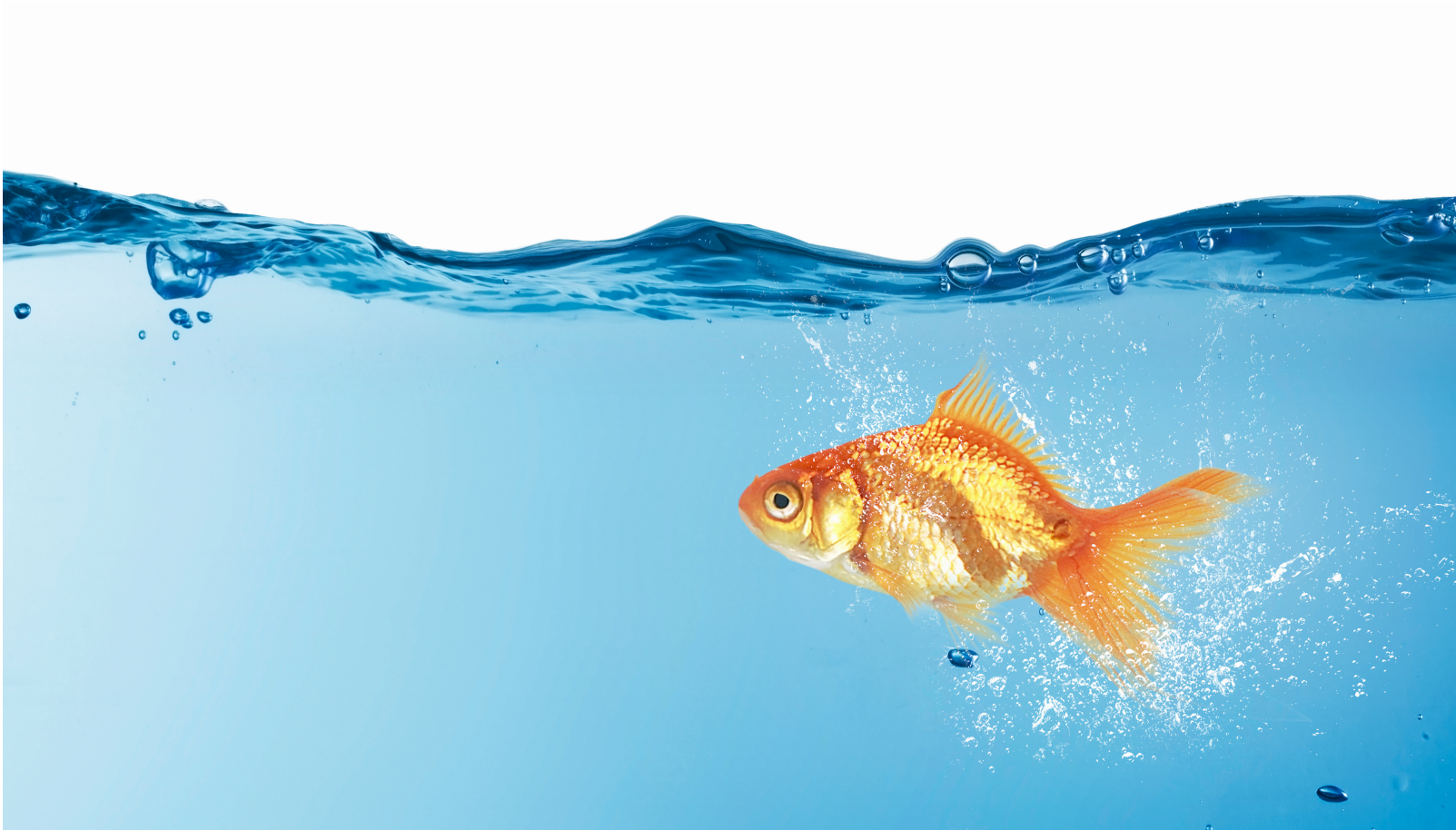
The problem we have with culture, a fish
has with water



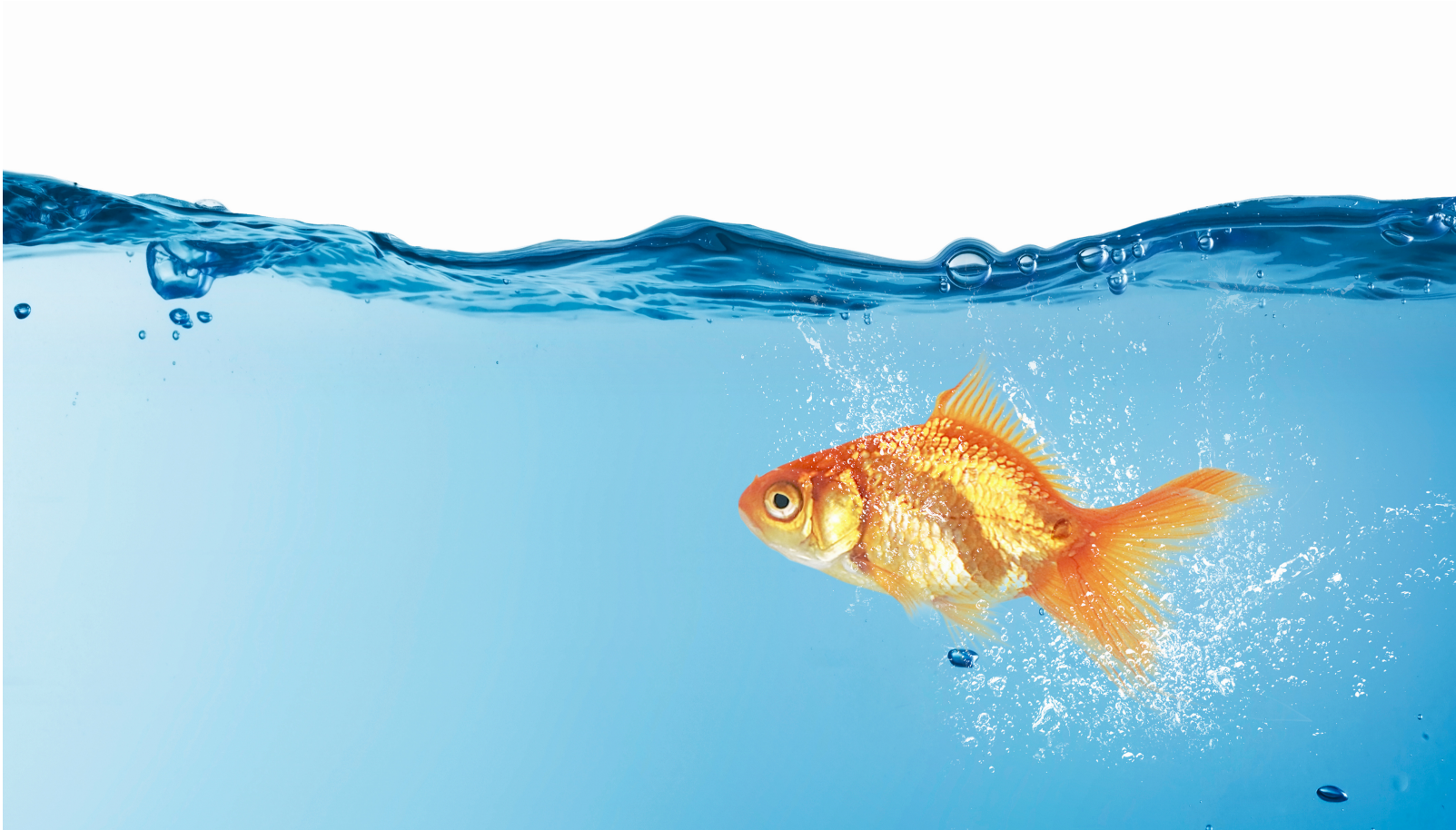
A fish is IN water: it's not AWARE of it



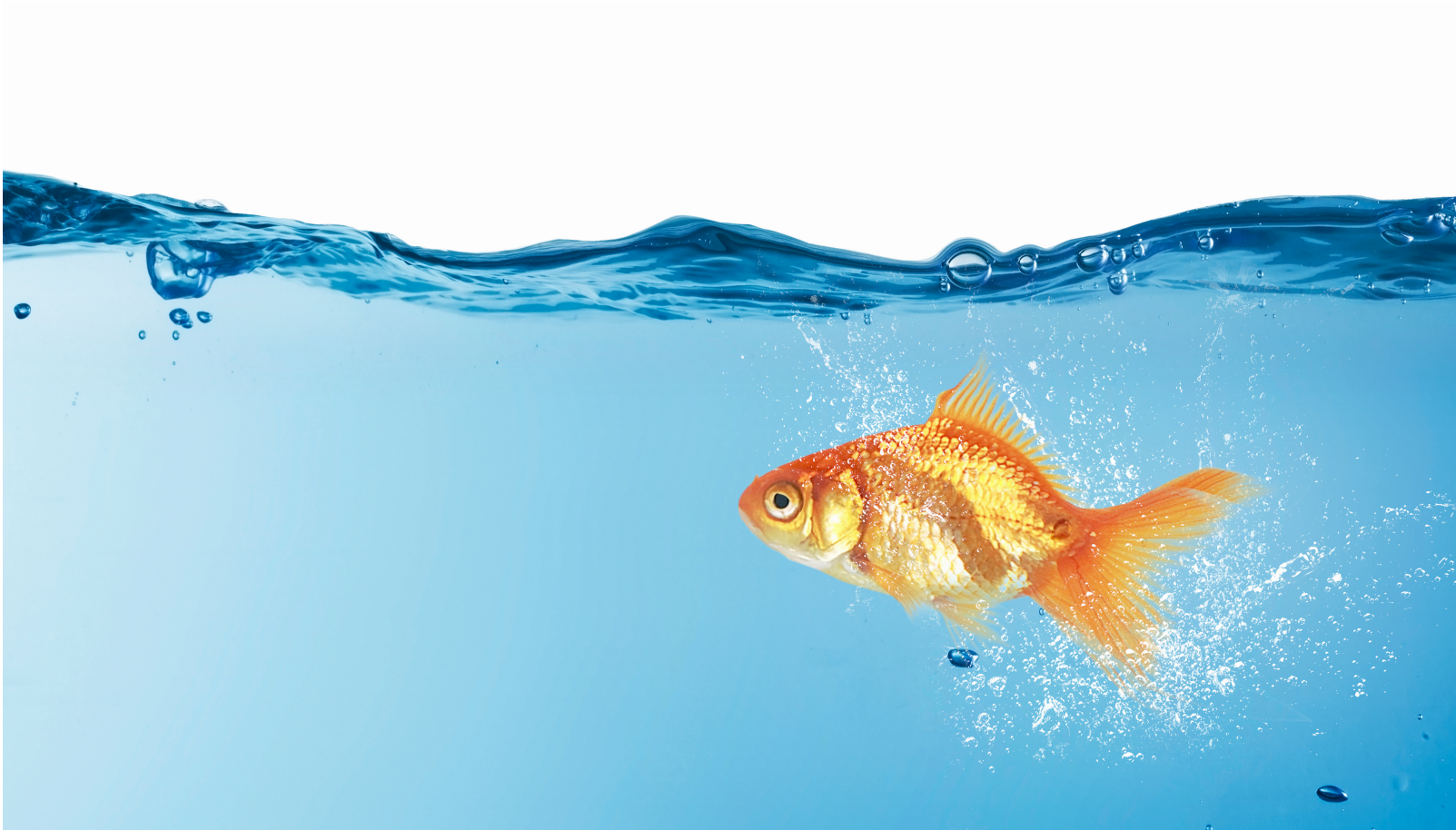
The problem we have with culture, a fish
has with water



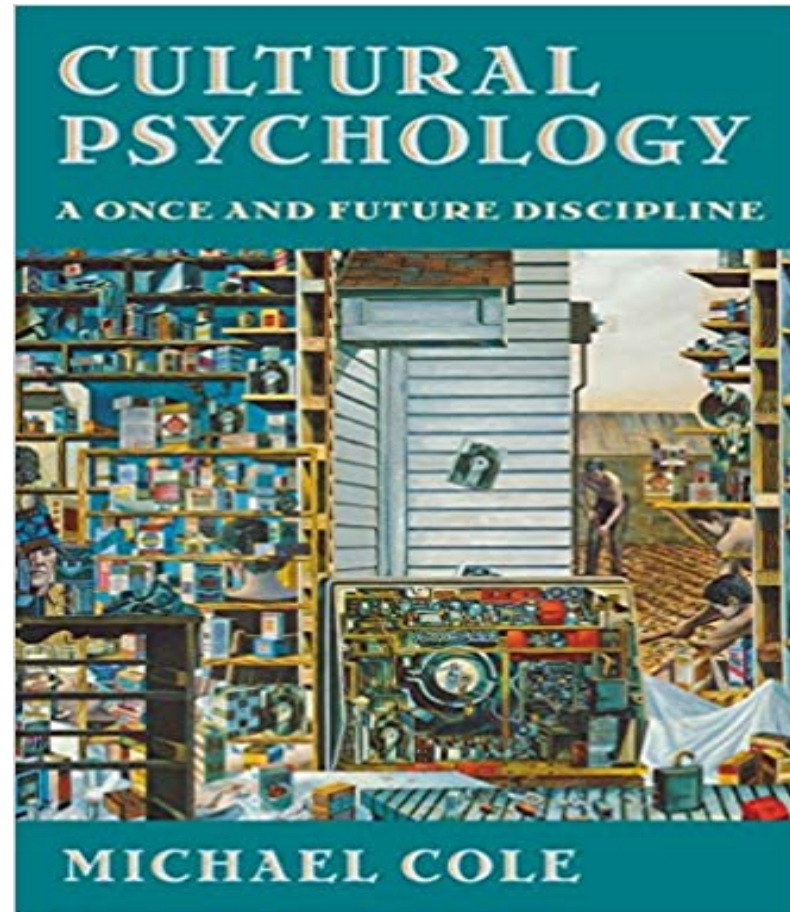
It's the same thing with us and culture



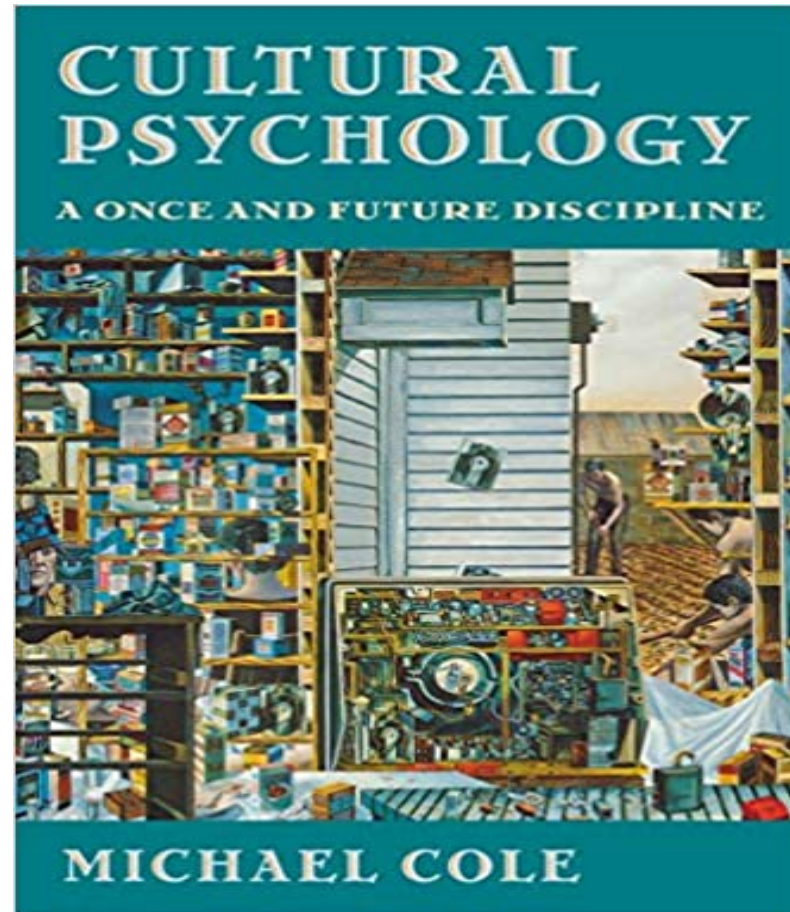
We are IN IT, but we are not AWARE of it



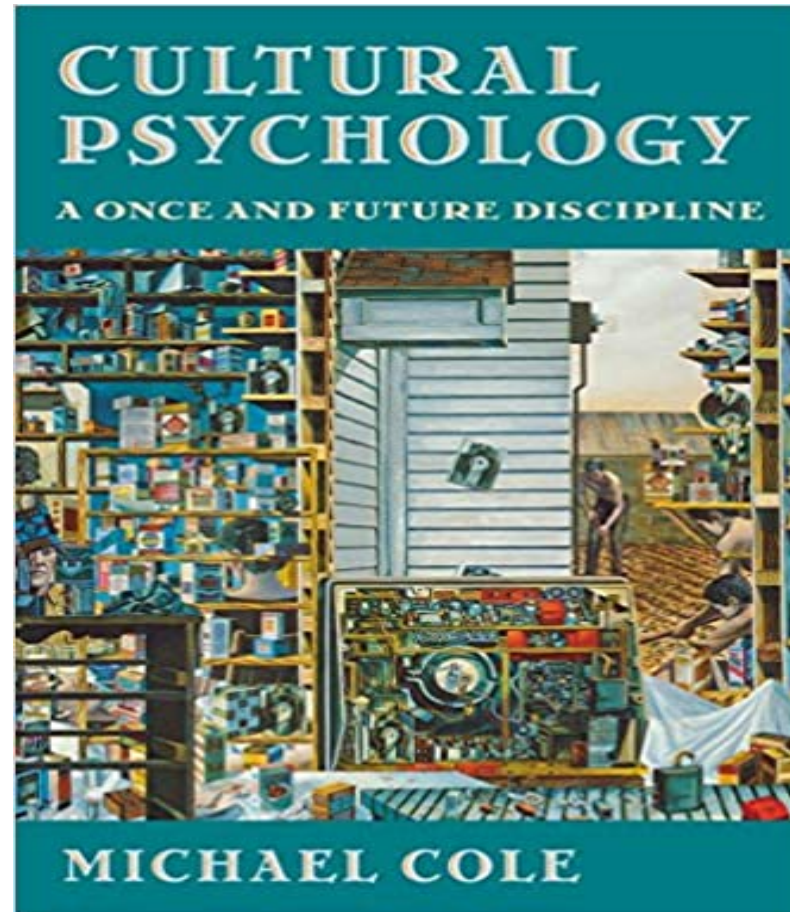
Cultural psychologists are interested in how mind is SHAPED by culture



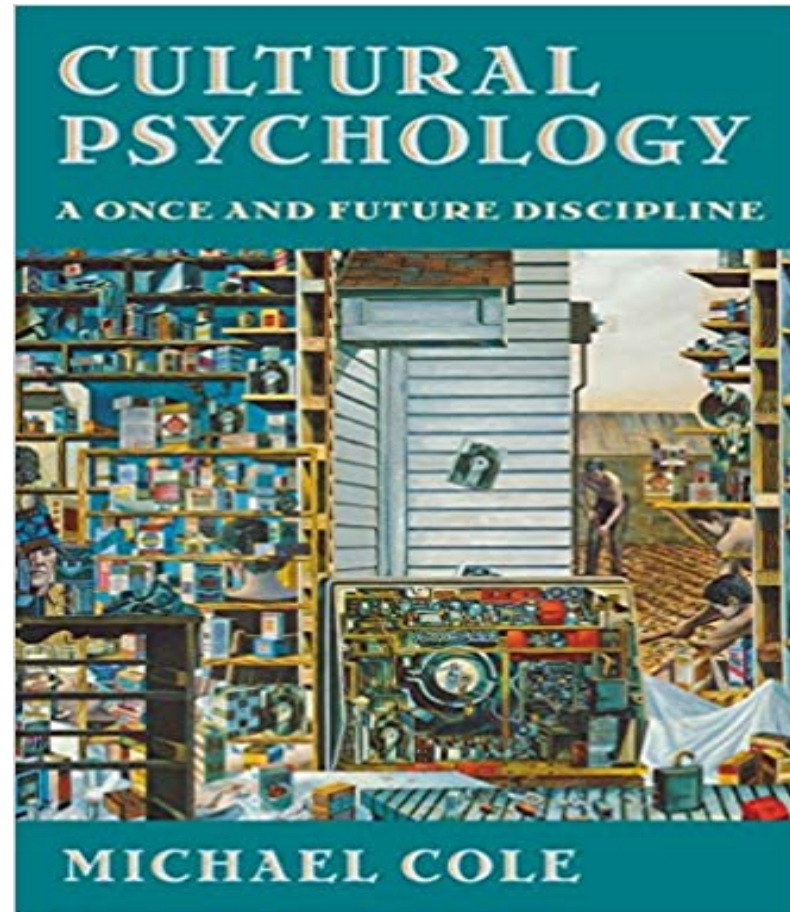
Lev Vygotsky proposed that all mental development takes place in culture



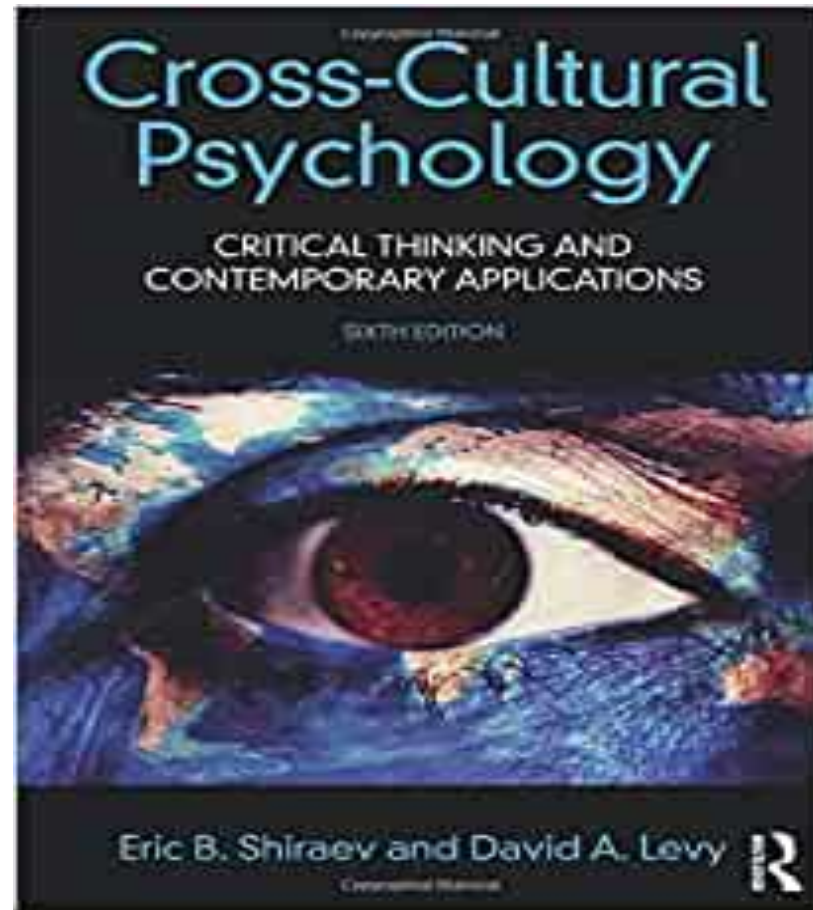
Cultural psychologists are not really interested in psychological universals



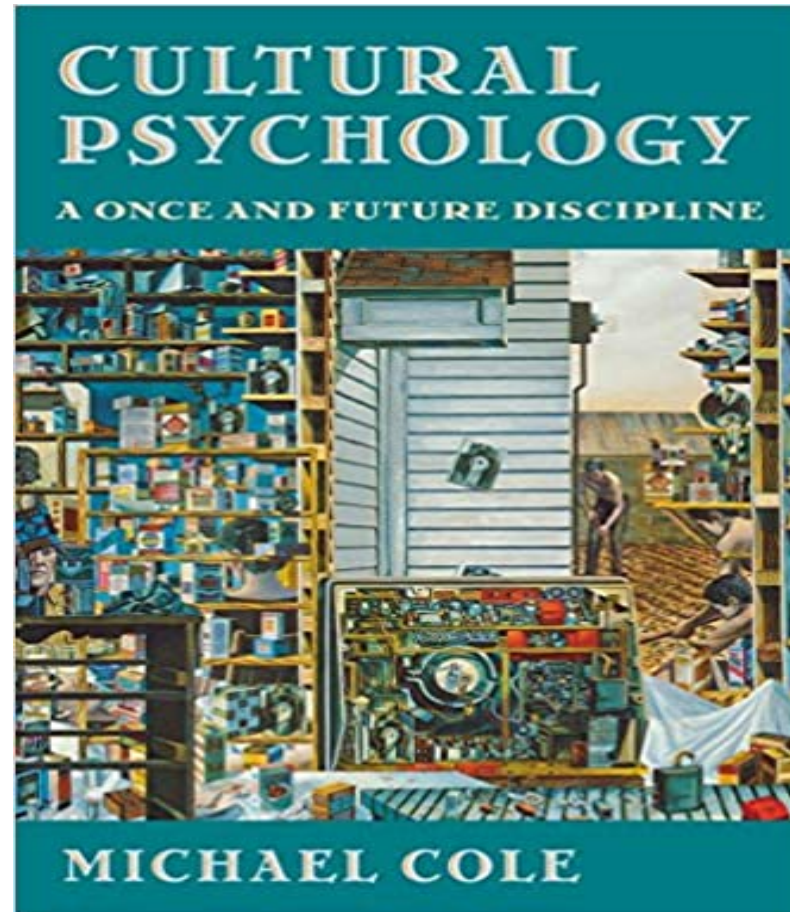
Mind develops in culture



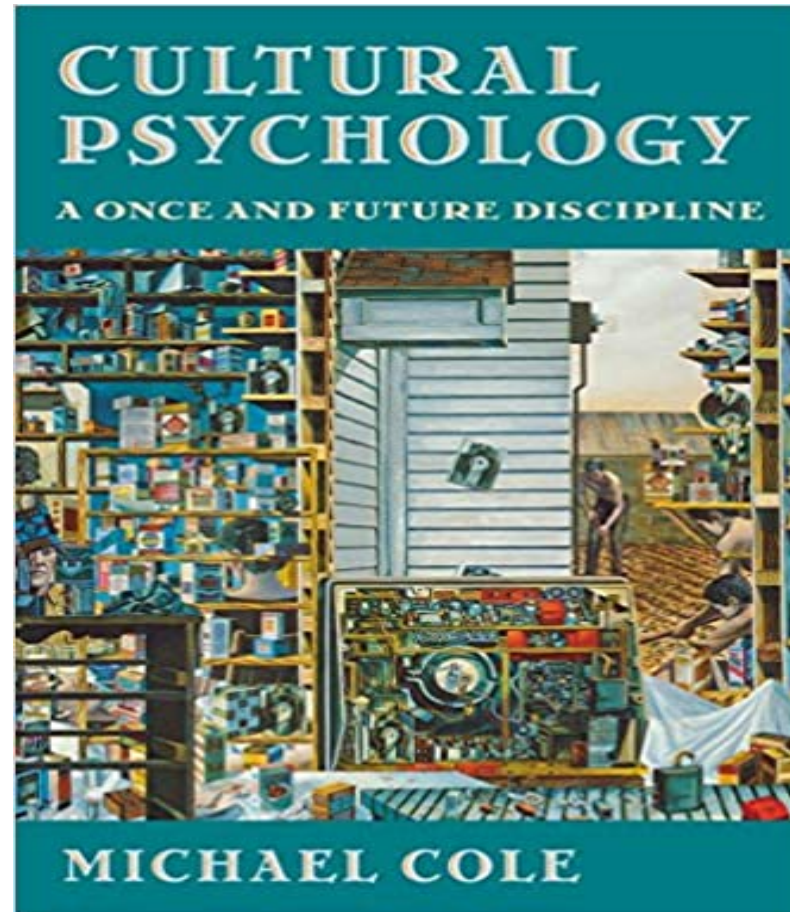
Mind and culture cannot be separated



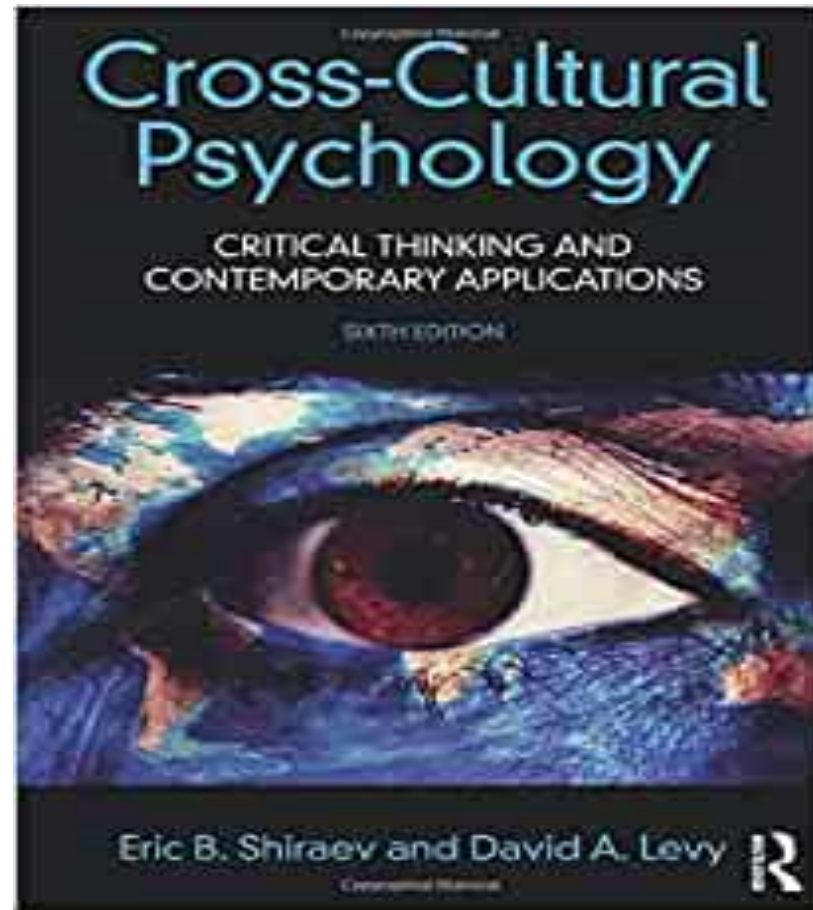
We are VERY different from each other



Communication is difficult



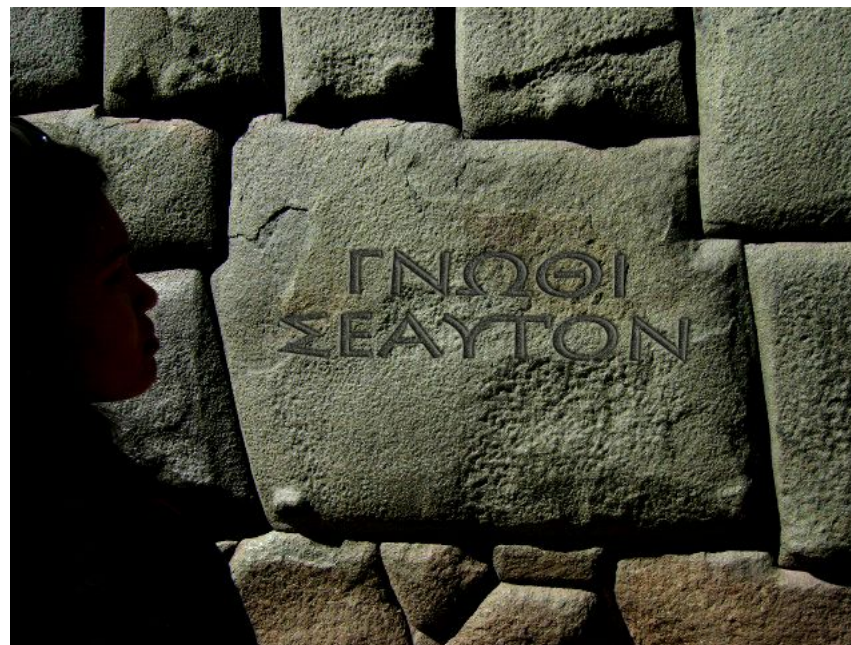
We have to work hard at it



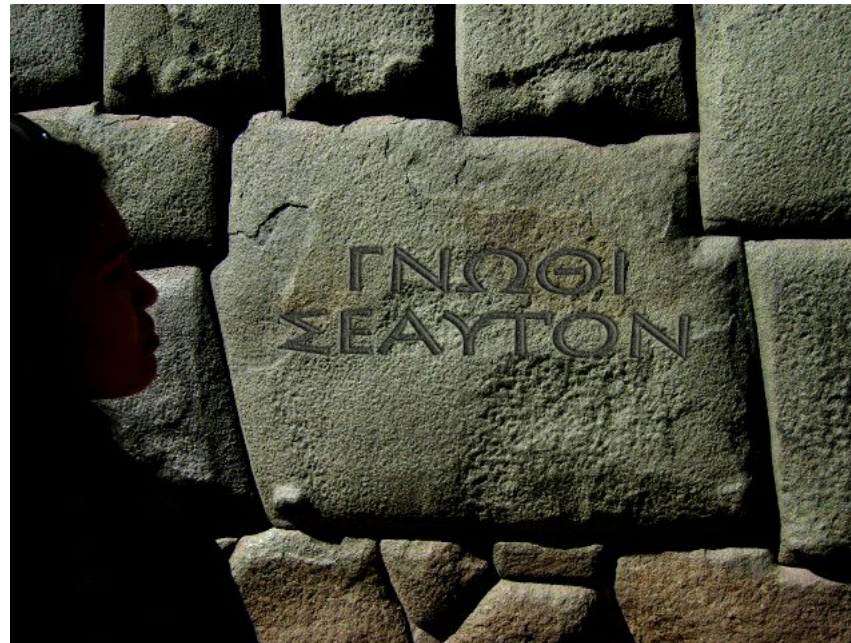
We have to understand others



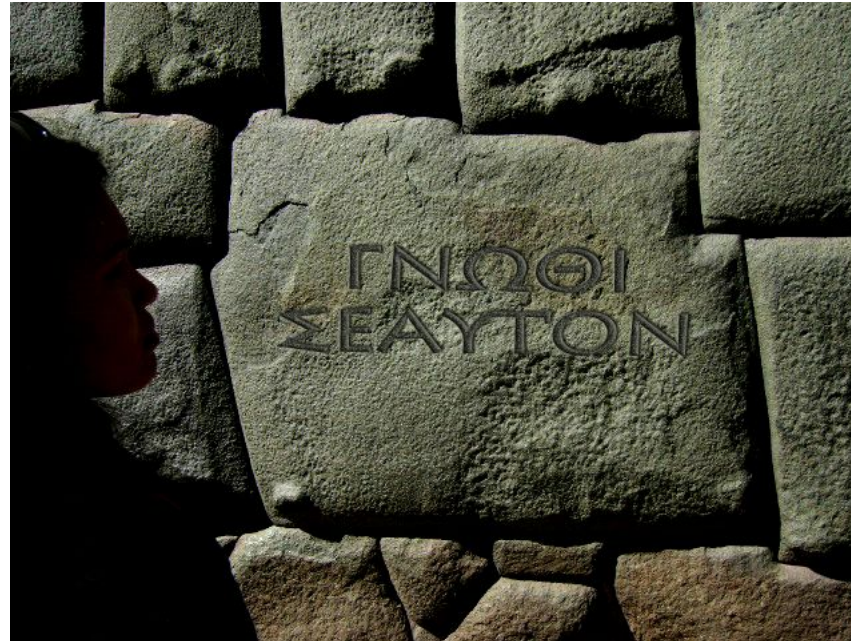
We have to understand OURSELVES



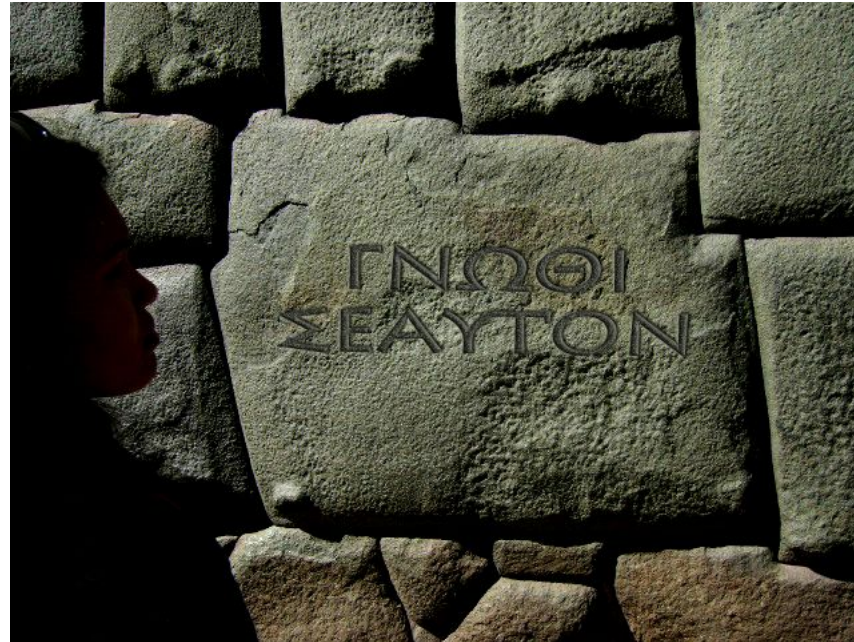
Know thyself



Know thyself: be honest with yourself



Know thyself: The Temple of Appollo at Delphi (Ancient Greece)



Lao Tzu: Knowing others is intelligence



Lao Tzu: Knowing yourself is true wisdom



Lao Tzu: Mastering others is strength



Lao Tzu: Mastering yourself is true power



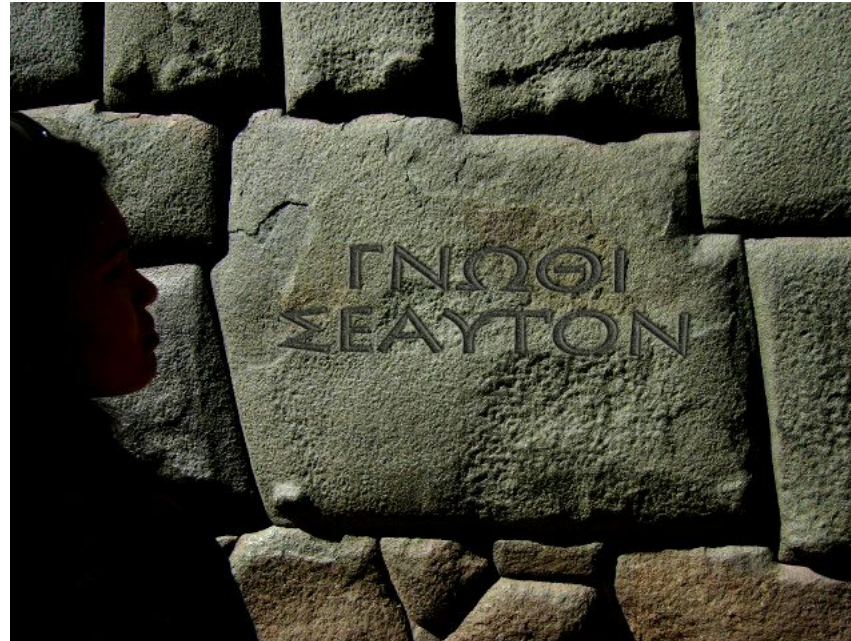
Lao Tzu: (Ancient China)



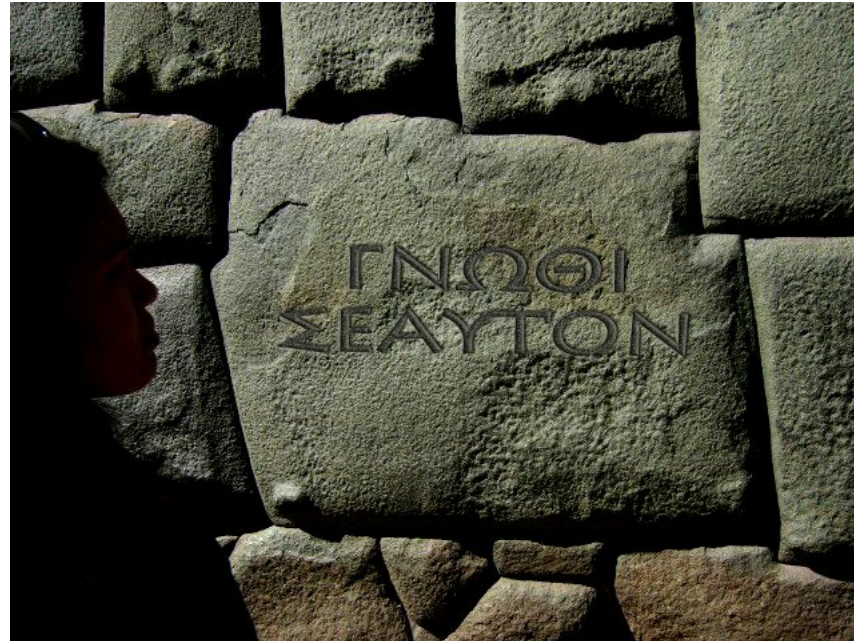
So understanding others is important



But understanding yourself is more
important



Be honest with yourself



Communication

- Transfer of information
- Output
- Input

Human language

- Four skills
- Writing
- Reading
- Speaking
- Listening

You've got to try

- Do your best to get your meaning across in writing
- Do your best to understand what is written down
- Do your best to get your meaning across in speaking
- Do your best to understand what is said to you

This is a problem



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Hearing and listening




ARE YOU HEARING

BUT NOT LISTENING?

GOD WILL BLESS ALL WHO LISTEN TO THE WORD OF GOD AND CAREFULLY OBEY EVERYTHING THEY HEAR.* LUKE 11:28

Hearing and listening: not the same





**The biggest
communication problem
is we do not listen to
understand.**

We listen to reply.

Listening is the key skill

The art of effective listening is essential to clear communication, and clear communication is necessary to management success.

- James Cash Penney

Ancient China



Ancient Greece



Understand yourself



Understand yourself



Are cultural differences real?



Or just superficial?



Why so few trash cans?



People are expected to take care of their own trash?



Lao Tzu: Mastering yourself is true power



Lao Tzu: Master your trash!



Train etiquette



Social harmony seems more important



Seems very strict to me



Eating while walking – OK or not?



This seems very strict to me



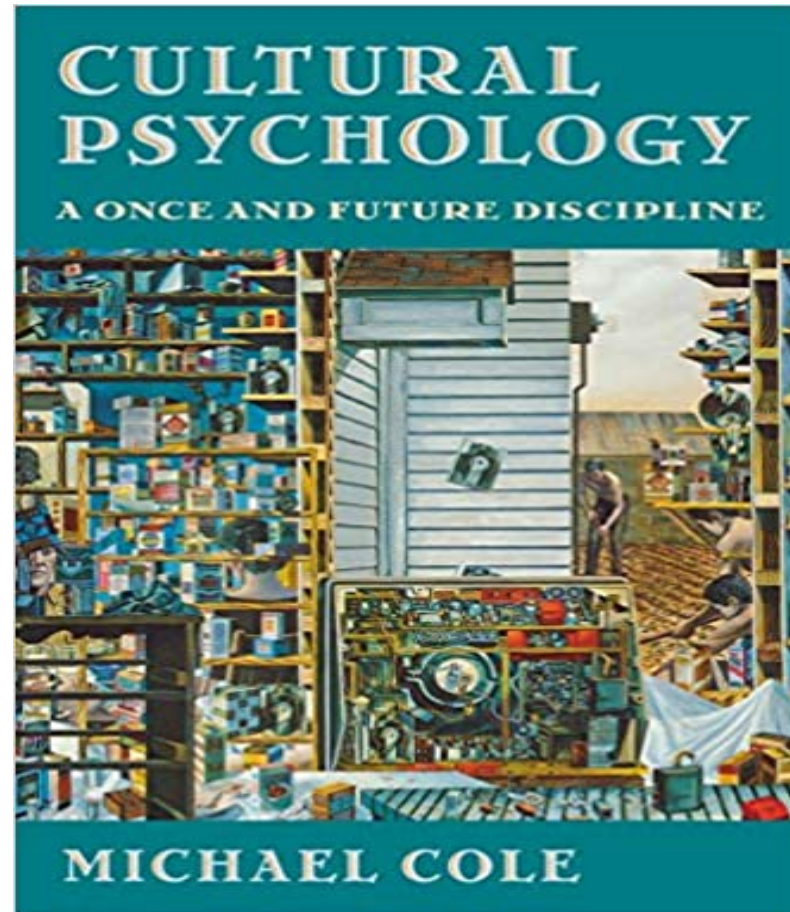
I notice people complaining more than actually doing it!



But where do these differences come from?



Deep in history



For thousands of years ...



... we lived like this



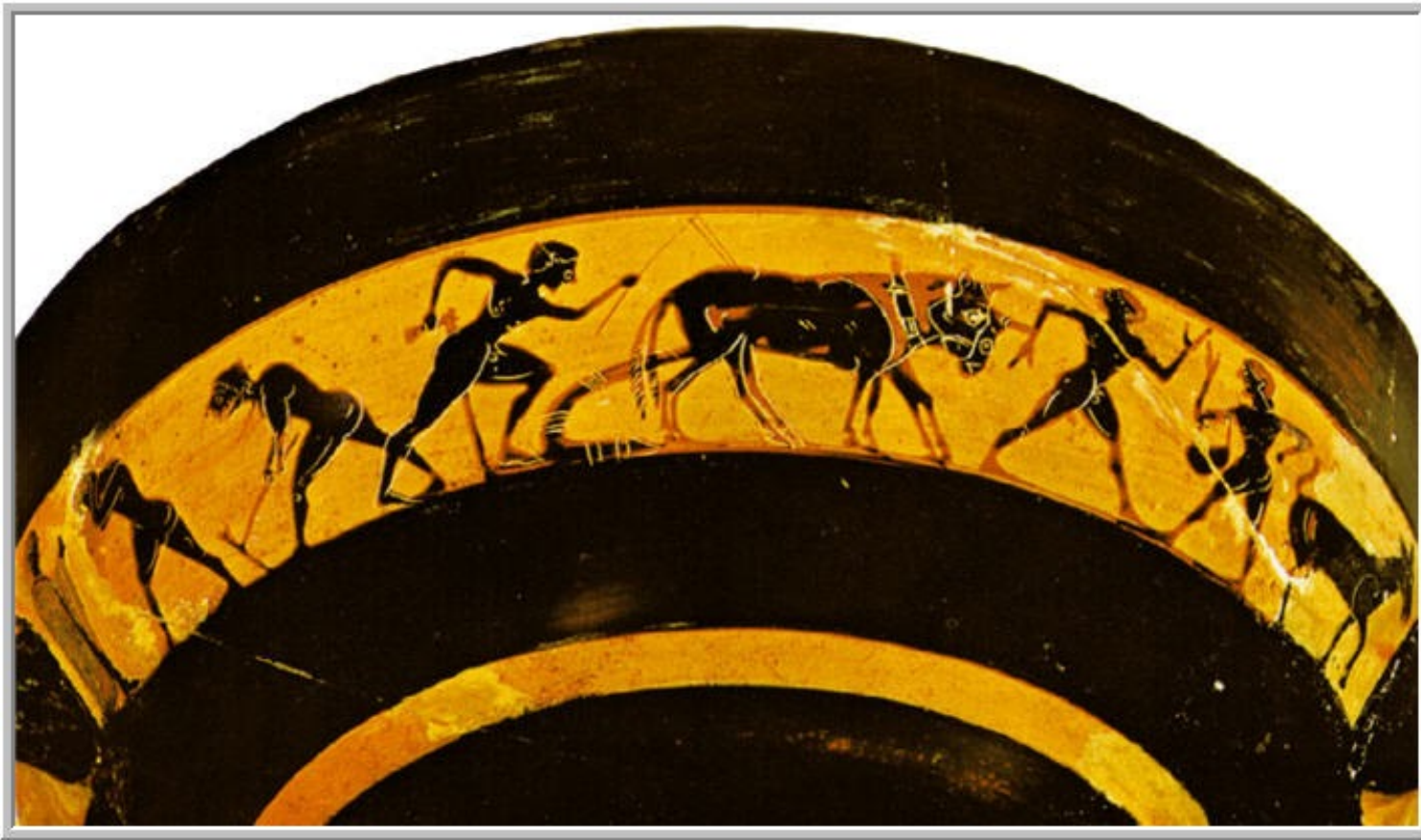
Hunter gatherers: hunting animals, gathering fruit and nuts etc.



When the food is gone, move on



Early civilizations start with agriculture



Skills for growing food

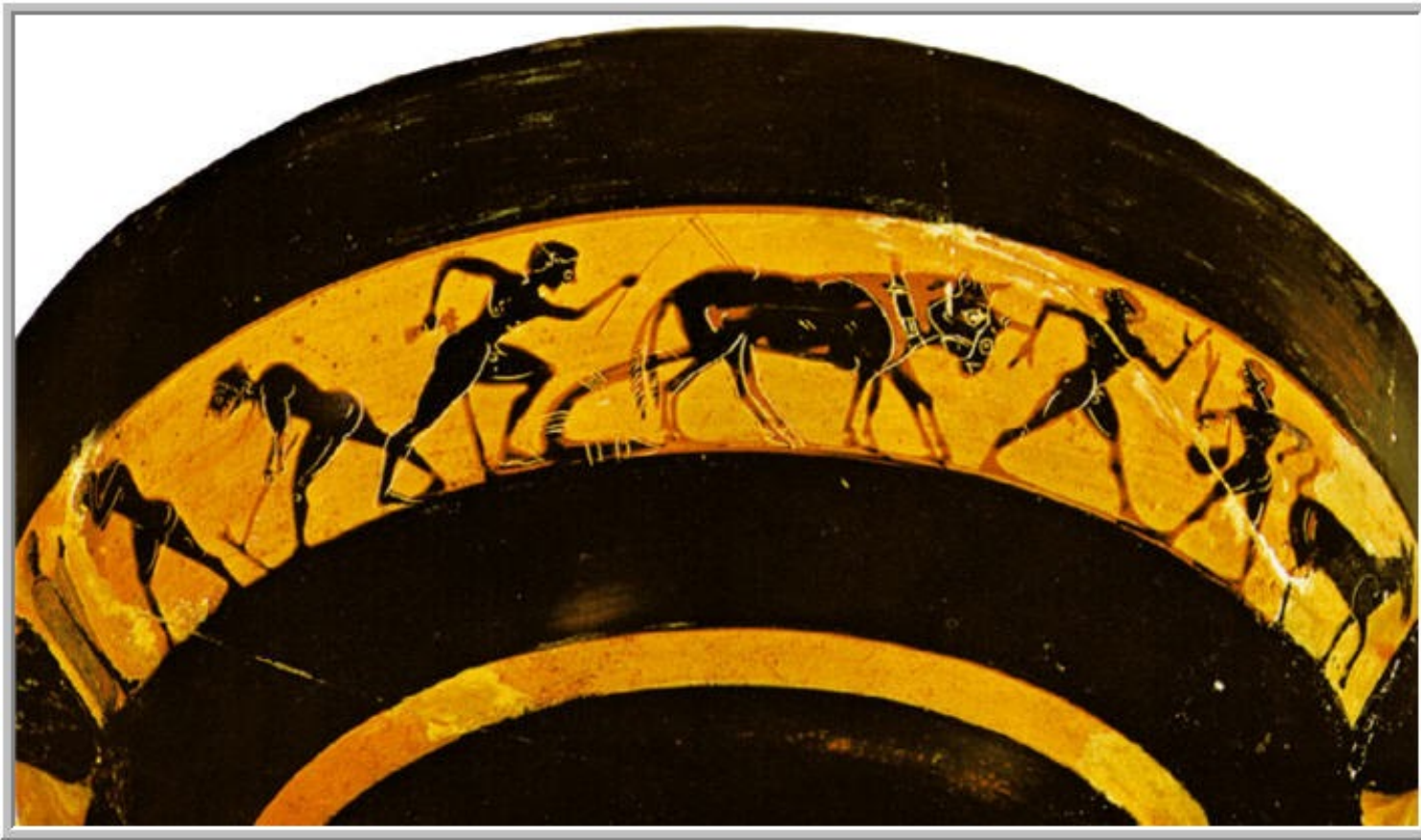








The earliest civilizations: Ancient Greece



Ancient China



Both these civilizations



Roughly the same time



About 3,000 years ago



China maybe a bit older



Agriculture required cooperation



People lived in communities



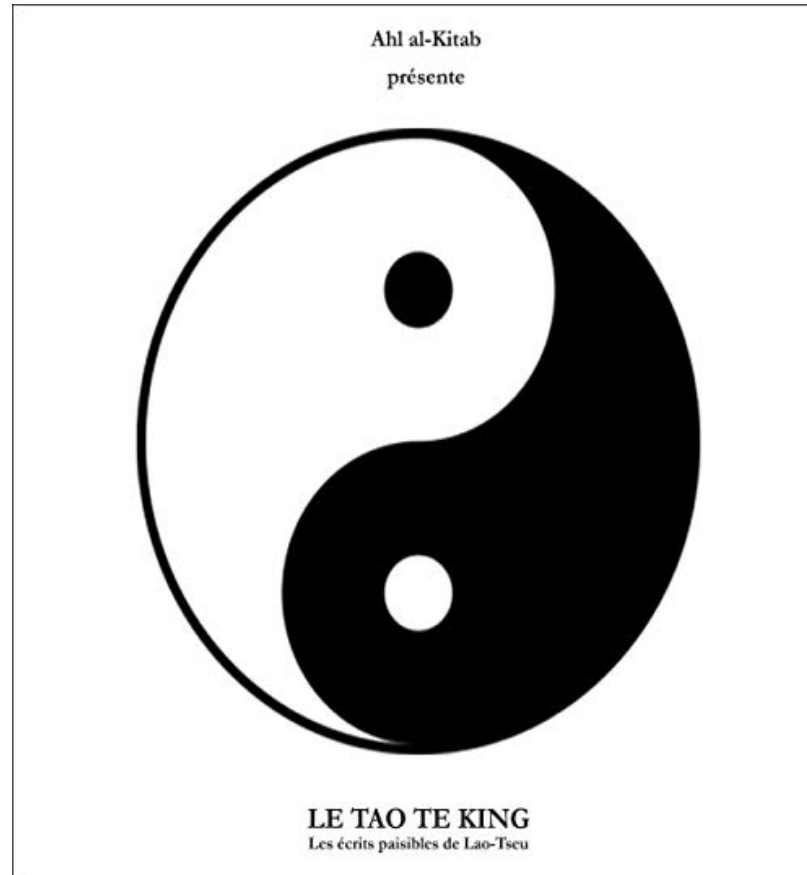
Worked together



But it seems that rice cultivation needed
MORE cooperation



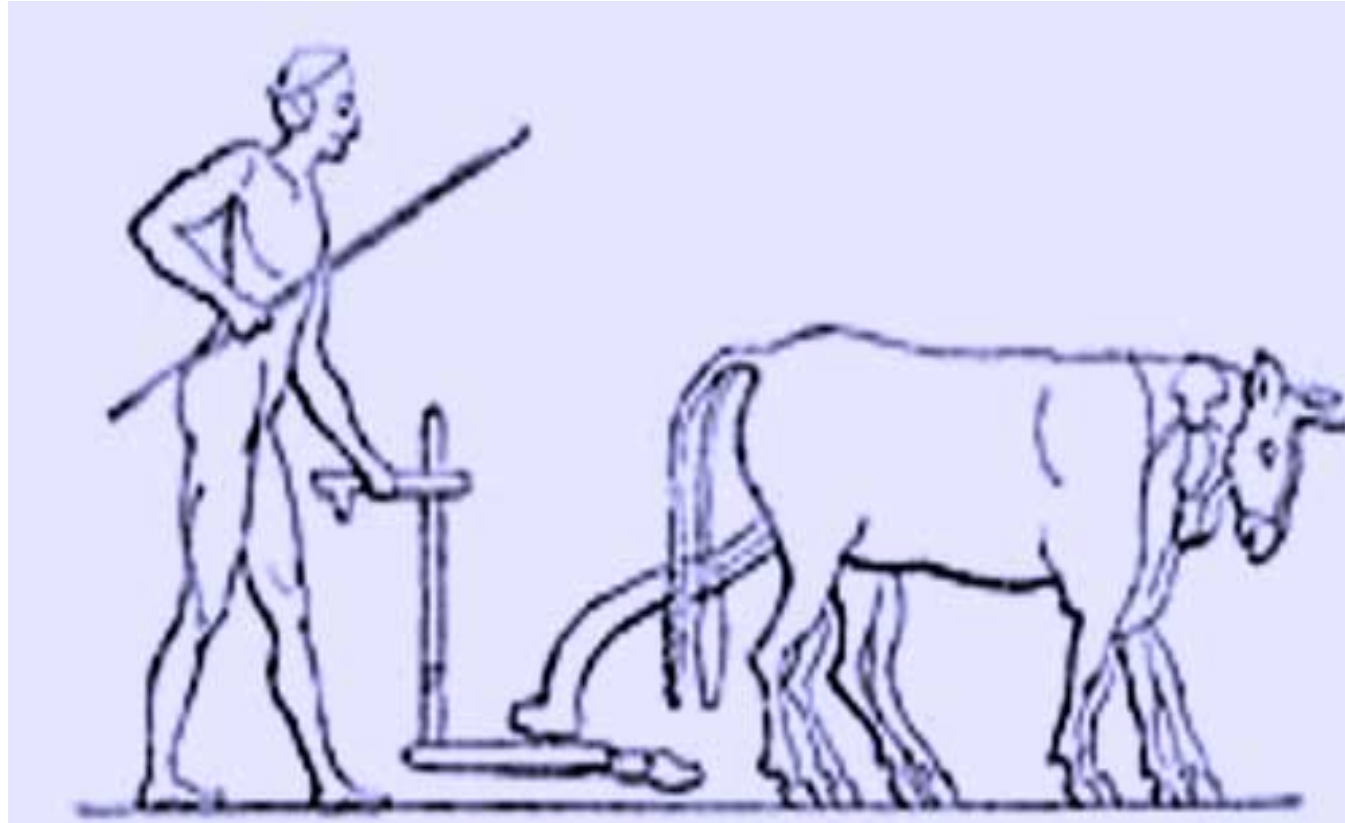
Social harmony became VERY important



Social harmony and self control



While Greece was different



More mixed agriculture



And trade



Visitors from many different places



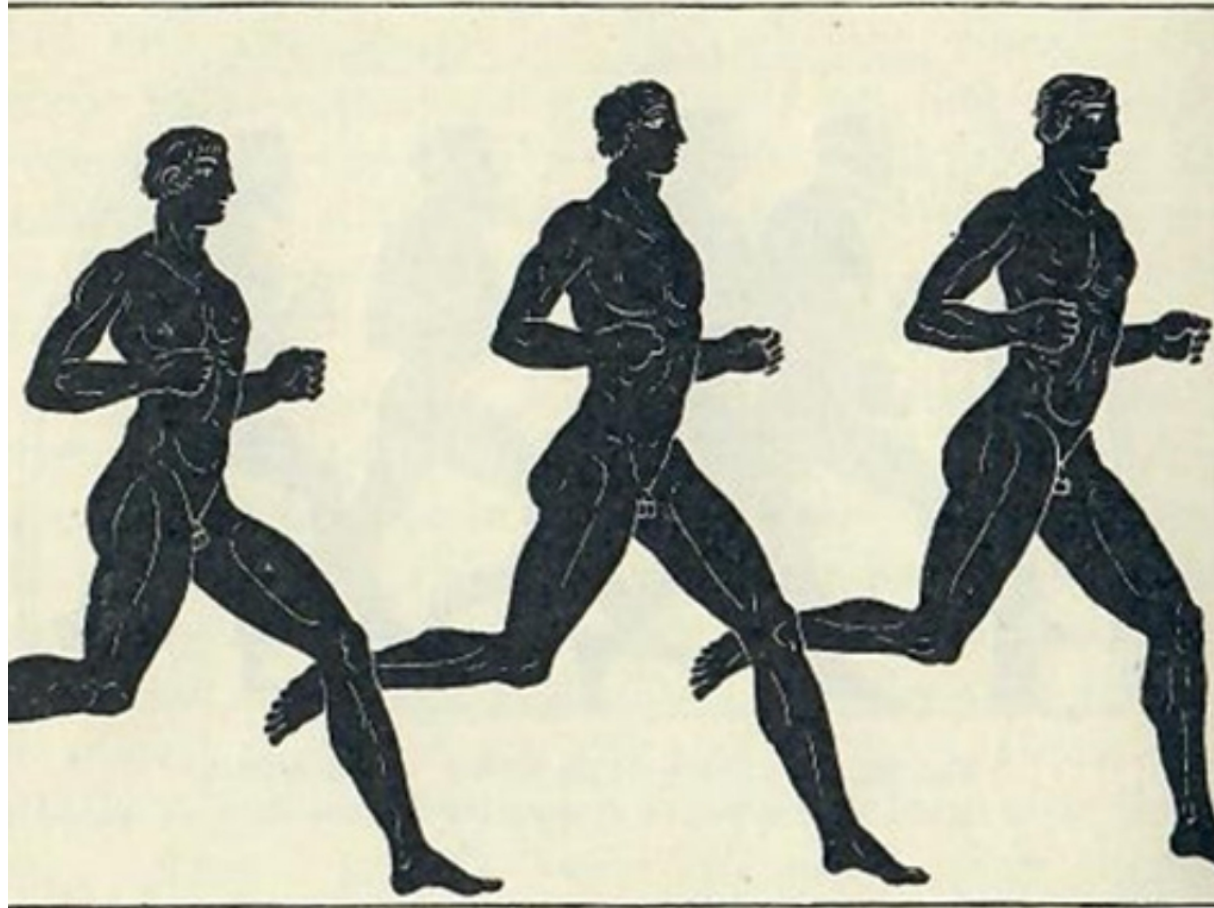
So while cooperation was important in Greece ...



It wasn't the MOST important thing



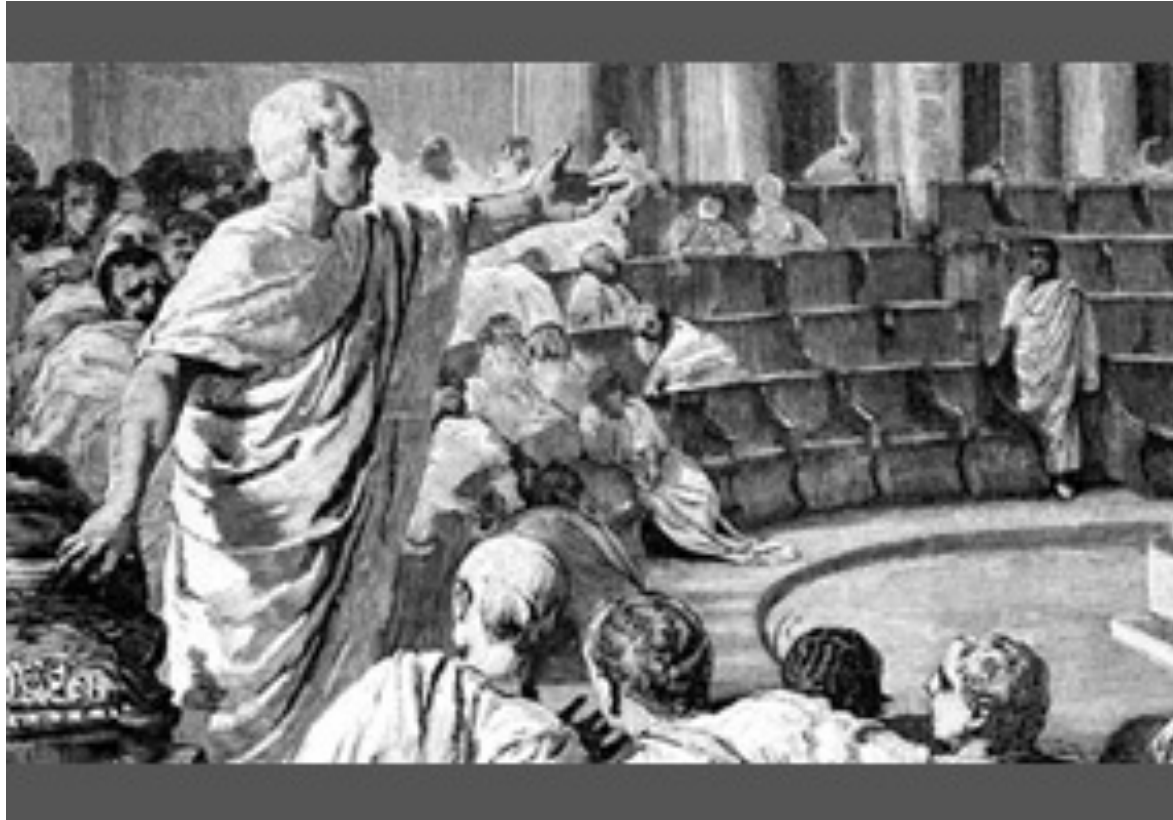
For the Greeks, personal freedom was more important



Competition



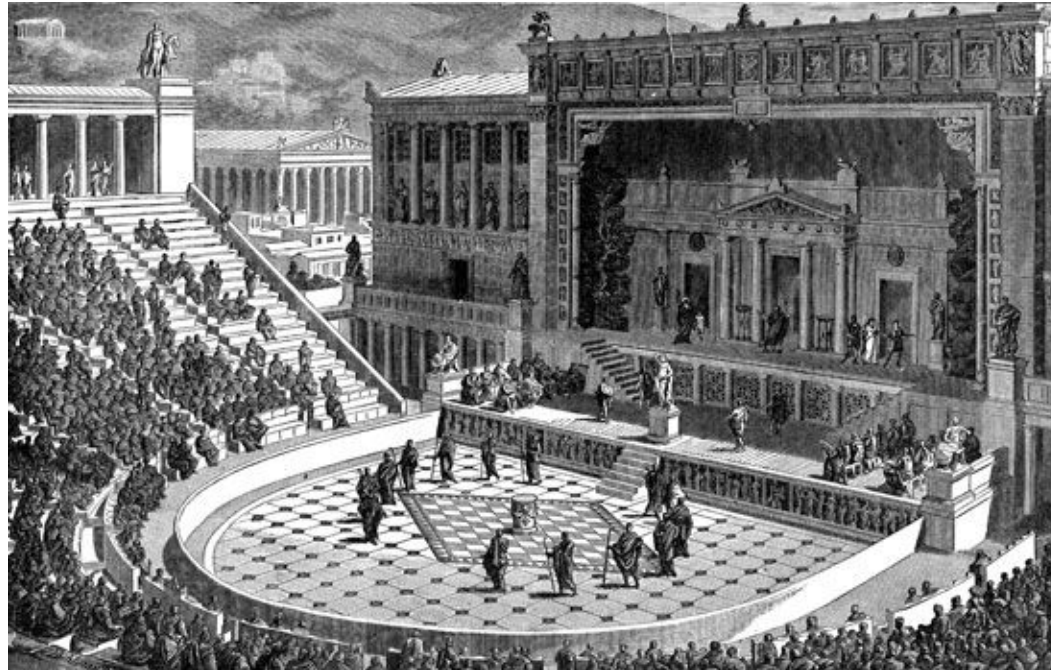
Debate



Personal development



Visits to the theater



For the Chinese, visiting friends was the preferred leisure activity



Hospitality was more important



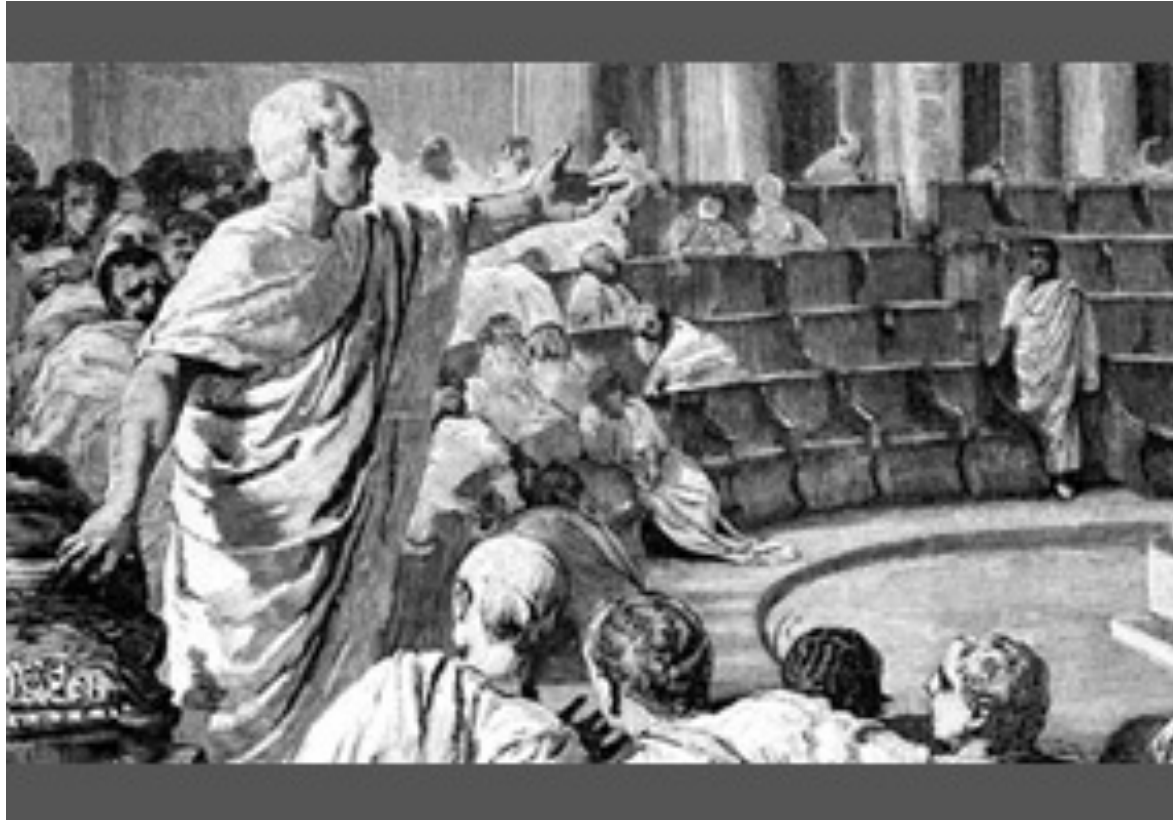
Competition and debate was not encouraged



Public disagreement was not good



Unlike Greece



Social disharmony could be very damaging



Different values – different priorities



Sometimes it goes too far



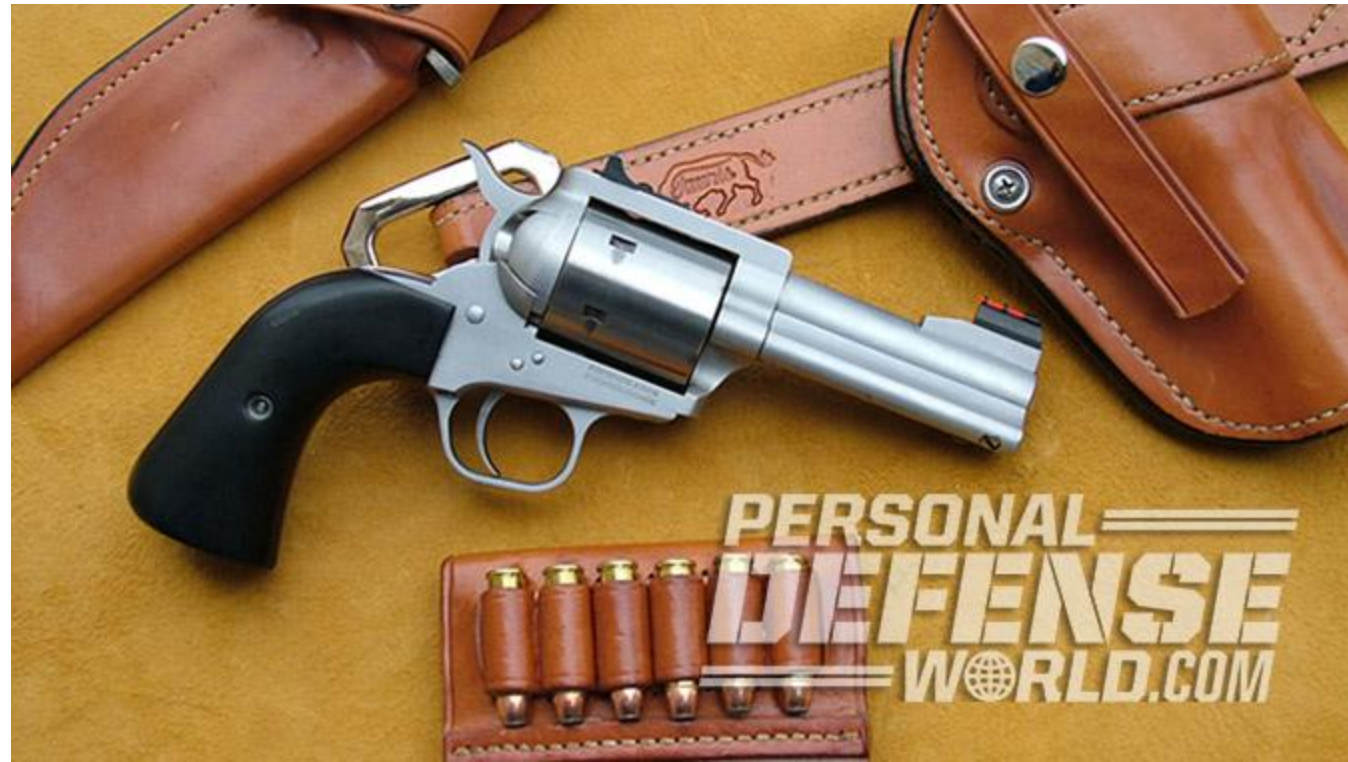
Kind of crazy



Personal freedom as the highest value



Freedom!



Lauren Boebert: American politician!



How do you communicate with these people?



Well, maybe you can't



As I said, this is the problem!



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If people are not listening, communication is a problem

