



Language & Culture Animateur Training

Module 4:
Adjusting to multi-cultural environments



Welcome!

My learning goals



Take 2 minutes to record what you want to achieve from this session in your learning diary.



Module 4 contents:

We will look at:

- Being flexible in the context of working with multi-cultural groups
- Adjusting behaviour, manners, language & body language
- Self-assessment – the online Tool and how to monitor its results

By the end you will you will be able to:

- ✓ Reflect on the your self-assessment results
- ✓ Use your self-assessment test results going forward
- ✓ Have better awareness of your own needs to “adjust”
- ✓ Find resources to help you “adjust” in the areas that are relevant to you

Flexibility & multi-cultural environments



Going back to Module 2...

In Module 2 we looked at intercultural awareness and how different cultures perceive body language.

Go back to it, if you wish: it's very important to remember that our messages may be interpreted in such different ways!

This may be influenced by culture, habits, religion. In any case, it must be known and addressed if we want to have effective communication.



It is not possible to describe all cultural and religious differences here, but much information is available online when you know what cultures/religions you are working with in your Language Club

Being flexible in multi-cultural groups

Being flexible means understanding the importance of **integrating knowledge and an open-minded attitude** and putting them into practice in everyday communication. It's about **ADAPTING / ADJUSTING**

In particular:

- being aware of ourselves & our own cultural habits / norms
- being aware of the existence of different cultural habits / norms within the group
- Learning to “**adjust**” a little bit, adapting to the group and the individual people within it



Adaptive communication

Adaptive communication is the **ability to recognize individual differences communication and adapt our approach accordingly.**

It requires :

- the ability to assess and decode **verbal and nonverbal communication**, understand how people give and receive “messages”;
- **adapt our communication style** (language & body language) to the context

Adaptive communication skills help us to communicate mindfully



“Adjusting”: 3 keys

3 keys for “adaptive communication”

1. **Knowledge:** learn as much as possible about other cultures within the group;
2. **Attitude:** learn more about ourselves (self-assessment);
3. **Skills:** strengthen our ability to integrate knowledge and attitude with intercultural practice



Adapting communication style

We all need to adapt our communication to the people we are communicating with and **we do this in everyday life**. This comes naturally to us, for example:

- ❖ When talking to small children we often use a sweeter tone of voice
- ❖ When talking at a work meeting we may use technical vocabulary
- ❖ When we talk to a foreign person, we tend to slow down our words and sentences



In the next slide, you can find some resources about being flexible and adapting your communication style

Some useful resources

The links below were chosen to give you some resources to explore the area of adapting for the purpose of better communication, especially in a multi-cultural setting.

Have a look at them for inspiration!

1. <https://theewgroup.com/blog/adapt-communication-cultural-differences/>
2. <https://triec.ca/competency/adjust-and-adapt-communication-styles-to-be-effective-in-a-diverse-workplace/>

And a video:

<https://www.youtube.com/watch?v=YMyofREc5Jk&t=8s>



Self reflection

Think about your self-assessment test results:

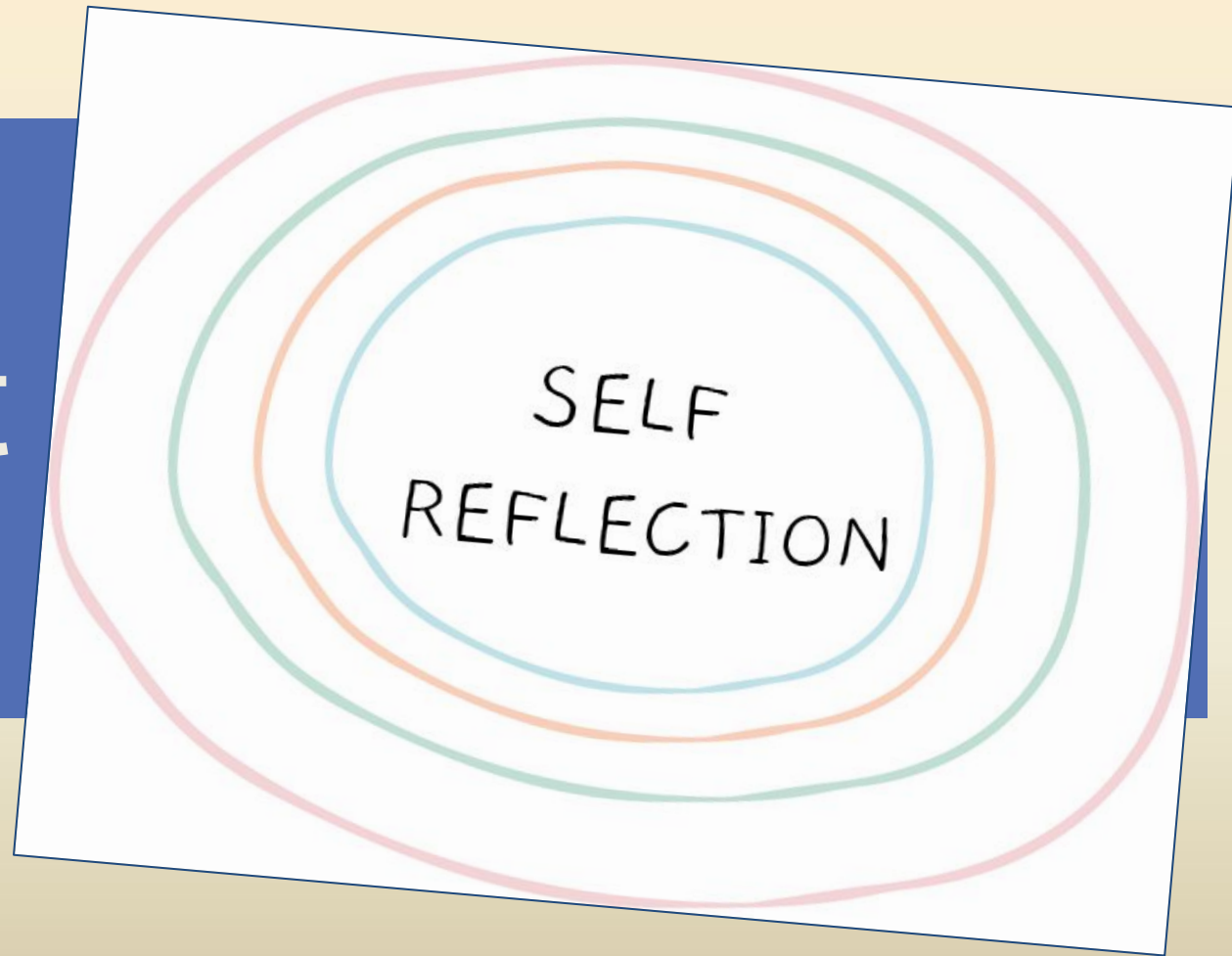
- Would you respond differently to any of the questions about yourself today?
- Can you identify areas of yourself and your communication style that you feel you'd like to improve?
- How prepared are you to adapt your communication style?



Write down your answers in you learning diary



Self-assessment in BRIDGE



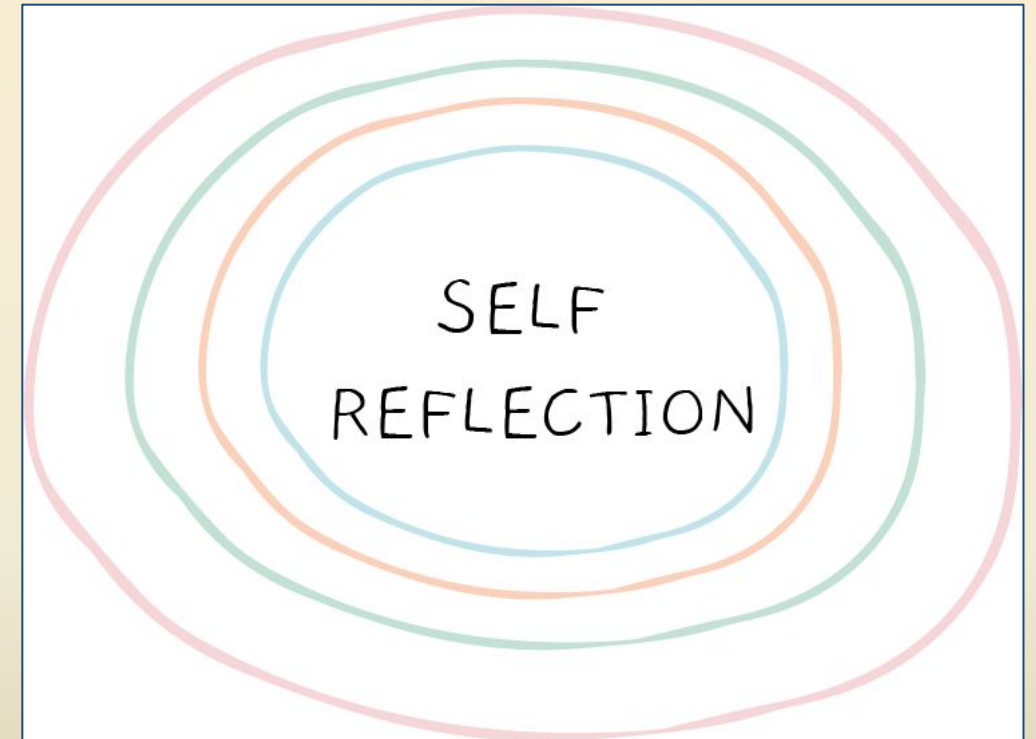
Self-assessment in BRIDGE

As we saw in Module 1...

Self-assessment in BRIDGE is about
self-reflection

It was developed as a **TOOL** and an **OPPORTUNITY** to sit down & reflect on yourself as a language teacher / volunteer and how you might wish to improve, finding out, among other things...

- How you relate to your learners
- How much you understand other cultures
- How much you understand your own culture



The power of self-reflection

1

The test results are FOR YOU: reflect on how you relate to others and see your own body language: what does it say? Does it show openness and respect for different cultures?

2

We will ask you to repeat the self-assessment test online at the very end of this course. BUT you can look at your test results and reflect on the questions at any time. This will help you monitor yourself and your changes as you reflect on your yourself.

3

Look at your results again today: has anything changed in your perception of yourself? Would you respond differently to any of the questions about yourself?

Congratulations!

You've completed Module 4: Adjusting to multi-cultural environments

Don't forget that in the [Learning Village](#), you will find materials and resources to help and inspire.

Click here:

<https://www.bridgemigrants.eu/en/learning-village>



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