



CHECKLIST OF INTERCULTURAL COMMUNICATION

- Know your own culture and its specific features
- Remember that you yourself are only a product of your culture.
- Keep in mind that other people may not be familiar with your culture and its specific characteristics.
- Keep in mind that clashes related to different customs, norms, and perceptions will inevitably arise.
- In an interaction situation, keep the goal of the situation in mind at all times: why you are here and what outcome you are aiming for.
- Think about the means according to the goal. Use all possible means you can think of.
- The various means of communication that you have acquired during your education and professional experience also serve as a starting point in multicultural encounters.
- Try to keep communication and its smooth flow at the center.
- In a challenging interaction situation, try to describe what is happening, not interpret or judge. This will save you from getting upset.
- Be open to what is new and different from your perspective.
- Give each other time to get used to and adapt.



Nordic Council
of Ministers

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Discussion:

- What do you think of the checklist? Is it useful? Would you add anything/change anything?
- Can all the people you meet act according to the checklist? What kinds of problems could there be?

Sources:

<https://peda.net/kol/foorumi/m/mkk/t2kk>

<http://www.languagebox.ac.uk/1880/3/helpsheet2.pd>