## Activity 4

Part A

Do you think the behaviour listed below is appropriate? Mark whether you indicate if this is acceptable or not and explain your reason for thinking this.

|  |  |  |
| --- | --- | --- |
| **Is this action appropriate?** | **YES** | **NO** |
| Telling jokes about people from other cultures or countries.  | [ ]  | [ ]  |
| Why or why not?      |
| Belittling somebody about the political party they support. | [ ]  | [ ]  |
| Why or why not?      |
| Copying somebody who limps. | [ ]  | [ ]  |
| Why or why not?      |
| Making comments about a person’s sex or sexual activity | [ ]  | [ ]  |
| Why or why not?      |

Part B

Write down three types of Australian slang that might not be understood by someone from a different culture.

1.
2.
3.

Part C

Research the Internet and find out why these gestures may be considered offensive in other cultures.

|  |  |
| --- | --- |
| **Using the left hand** |       |
| **Pointing at someone** |       |
| **Thumbs up** |       |
| **Wiggling a finger at someone to get them to approach** |       |

Part D

Write down three barriers that may make communication in the workplace with co-workers or customers difficult.

1.
2.
3.

Part E

Tick the correct column to show you know what to do when you come across language barriers with other people in the workplace, whether customers or co-workers.

| **I should…** | **Yes** | **No** |
| --- | --- | --- |
| Raise my voice so the person can understand me better | [ ]  | [ ]  |
| Draw pictures or diagrams to help them understand what I am trying to communicate | [ ]  | [ ]  |
| Just let them figure it out, they will get it eventually | [ ]  | [ ]  |
| Double check that the person understands what I am saying by saying things in a different way  | [ ]  | [ ]  |
| Ask for help from someone else in the workplace if I am having difficulty getting my message across | [ ]  | [ ]  |
| Use slang and jargon because it makes my job easier | [ ]  | [ ]  |
| Use my hands and use gestures when I speak to point out or make things clearer | [ ]  | [ ]  |
| Make an effort to learn some basic words in the language of someone I work with | [ ]  | [ ]  |
| Respect the person and demonstrate sensitivity  | [ ]  | [ ]  |
| Not bother about body language – it doesn’t mean anything | [ ]  | [ ]  |
| Rush through the conversation just because I find it difficult and awkward | [ ]  | [ ]  |