

## Strategies to improve your intercultural communication skills

Apply these tried and tested strategies to improve your intercultural communication skills:

- 1) **Prepare:** Do your research and find out who you will be dealing with. Look into the cultural norms and social customs of the location.
- 2) **Learn the language:** It will no doubt be a huge benefit and much appreciated if you show that you've made an effort to learn your counterpart's language. They will surely respect you for it, and this could boost your relationship.
- 3) **Observe:** When you first interact with a representative of the unfamiliar culture, listen carefully and closely observe their behaviour. Pay particular attention to how they respond to different communication styles, and also look for similarities to your own culture.
- 4) **Be open-minded and self-aware:** Forget all blanket assumptions you may have had about the other culture. After all, people are still individuals with their own preferences, so be aware of any preconceived ideas you may have and challenge them.
- 5) **Ask questions:** If you're unsure about something or think you may have misunderstood what's being asked of you, it's perfectly fine to ask and clarify rather than guessing and potentially committing an embarrassing faux pas.
- 6) **Seek help:** Hire an expert like EHLION to coach you in the culture of your target country. You can ask them any question you like and draw on their hands-on experience.

EHLION is an established language services provider with many years of experience in intercultural training. We can help your staff communicate effectively with other employees internationally, or we can prepare executives for overseas deployments or for high-level business negotiations.

Contact us today to discuss what we can do for you to establish effective intercultural communication in your company.