



Word list

sensitivity = treating with care, so as to avoid strong reactions.

inclusivity = making each person feel included, valuing people's differences,

treating with fairness. diversity = difference.

awareness = keeping something at the front of your mind.



Watch - Observe

People who come from different cultures can have ways of living that are different from what we know.

Some might be to do with:

- a way of relating (e.g. not giving eye-contact, not asking too many questions)
- clothing (e.g. covering the legs or hair)
- ways of eating / preparing food (e.g. with the right hand, halal meat)
- avoiding some foods (e.g. pork, beef, all meats or some types of seafood).

He never looks at me when I speak to him



That's a sign of respect.





When do we use it? Context

You will be working with families from many different cultures. Sensitive communication across cultures is always important.

You won't know every cultural belief, but you can show you are:

- sensitive – by using soft language to explore difference
- aware of cultural diversity – by asking questions respectfully
- inclusive – when planning meals, interactions and activities.



Why?

Different ways of living develop from strong values and beliefs.

It is easy to offend someone (hurt someone's feelings) if you don't understand their social and cultural values and beliefs.

Most people are happy to be asked about their culture or values when the question is respectful.

Taking time to find out about diversity can also show that the 'big things' (such as love for children, need to feel safe and valued) are the same for everyone.



Think about – Reflect

How have people asked you about your culture in the past? How can you find out more about different cultural beliefs?

How can we show the children in our care that we understand and value cultural difference?

Communication across cultures



Do

Learn some more about your workmates. Start by adding yourself to the first line. Then ask questions to fill in the table below.

Name of person	Which languages do you speak?	Which country is your mother from?	Which country is your father from?



Talk about - Discuss

Have you ever found it difficult to understand why someone from another cultural background behaved in a certain way?

If this happened again, what questions could you ask? What else could you do?

Do you think that your behaviour could have ever confused someone from a different cultural background?

If this happened again, what could you tell them? What else could you do?

Excuse me Bill, can I explain something? That woman is my mother-in-law. My cultural law says I can't speak with her.

Communication across cultures



Do

Find out some more about your workmates. What do they already know from their own culture? What do they want to learn? (You can write answers in the table or just listen and remember.)

Name of person	How does your cultural knowledge help you in this work?	Is there anything you want to learn about another culture?

ORAL COMMUNICATION
• LEVEL 3 •

