

# Inclusive Communication

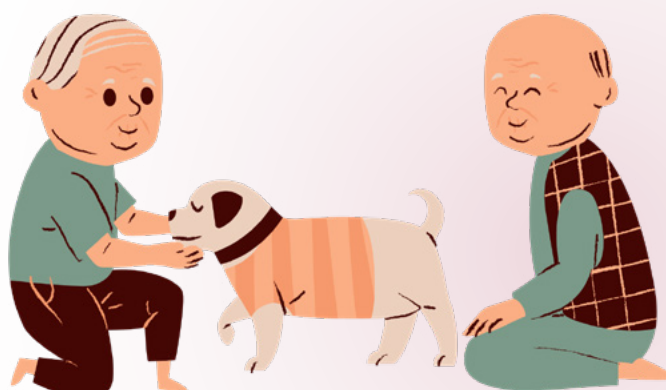
## COMMUNICATION STYLES AND LISTENING

When engaging with diverse groups, communication styles and listening skills are needed to provide care. When communicating with diverse older people, cultural context of the person should be considered.

It is important to remember that there is **no cultural group that is homogenous**. Individuals within a cultural group also have unique differences from each other. Having knowledge on how different individuals are within a cultural group, allows us to interact amongst diverse cultures<sup>1</sup>.

**Cultural Context** refers to the culture someone grew up in and how that affects behaviours such as communication.

<b>HIGH CONTEXT:</b> Cultures that use indirect and detailed forms of communication.	<b>LOW CONTEXT:</b> Cultures that use quick and direct modes of communication.
<ul style="list-style-type: none"><li>• Prefer a relationship first before providing information.</li><li>• High context culture takes into consideration:<ul style="list-style-type: none"><li>– Social status</li><li>– Environment</li><li>– History</li></ul></li><li>• Focus on external environment when communicating.</li></ul> <p>Countries: Japan, Philippines, China, France, Spain, Brazil, etc.</p>	<ul style="list-style-type: none"><li>• Prefer to focus on the message</li><li>• Not interested in context</li><li>• Use words, gestures, and tone to communicate.</li><li>• Straight to the point</li></ul> <p>Countries: United Kingdom, United States of America and Australia.</p>



## Topic 2: Inclusive Communication

**Communication styles** refers to how people prefer to interact and exchange information when communicating. These influence how messages are received and interpreted.

<p><b>Analytical:</b> Logical and fact-based</p> <ul style="list-style-type: none"> <li>• They need all the information</li> <li>• Prefer fast communication that is direct and logical</li> </ul>	<p><b>Practical:</b> Organised and prefer detailed plans, &amp; procedures</p> <ul style="list-style-type: none"> <li>• Be organised when communicating.</li> <li>• Supply information prior to meeting and step-by-step details.</li> </ul>
<p><b>Experimental:</b> Explore information and can tolerate uncertainty</p> <ul style="list-style-type: none"> <li>• They prefer broad plans &amp; get bored of detailed plans</li> <li>• They enjoy creativity</li> </ul>	<p><b>Relational:</b> Emotional communicators &amp; can pick up non-verbal cues</p> <ul style="list-style-type: none"> <li>• Decision making is based off their emotions</li> <li>• Prefers communication with personal stories.</li> </ul>

### TIPS FOR BETTER LISTENING

**Listen:** Listen for understanding.

- Give the person your undivided attention
- Show the person that you are listening through nonverbal cues.
- **For example: nodding, eye contact, and tone of voice**

**Acknowledge:** Let the other person know what you think they said (both verbal and nonverbal).

- Make sure they know this is just your interpretation.
- Paraphrase their key messages.
- **For example: “Just to check, did you feel like this because of....”**

**Check:** Make sure that you have understood the person.

- After paraphrasing, ask them if you understood them correctly
- This makes it easy for the person to confirm or add to your understanding
- **For example: “Is this correct?” “Is that right?” “Is my interpretation correct?”**

**Enquire:** Ask open ended questions that will help the person provide you with specific information about events or actions.

- Only enquire about information you do not understand.
- **For example: “Earlier you mentioned.... What did you mean by that?”**



### RESOURCES

Culture Plus Consulting Pty. Ltd. (2018). *Nine Cultural Value Differences You Need to Know*. <https://cultureplusconsulting.com/2015/06/23/nine-cultural-value-differences-you-need-to-know/>

Diversicare. Little Book of Cultural Tips, p 10 - 15. [http://www.diversicare.com.au/wp-content/uploads/2015/09/Little\\_Book\\_of\\_Cultural\\_Tips\\_final\\_proof\\_7\\_May\\_2015-FINAL-4-27pm.pdf](http://www.diversicare.com.au/wp-content/uploads/2015/09/Little_Book_of_Cultural_Tips_final_proof_7_May_2015-FINAL-4-27pm.pdf)

Effective Communication techniques: <https://skills.carergateway.gov.au/player/?m=2>