

## MODULE 10: UNDERSTANDING DIVERSE COMMUNICATION STYLES



It is essential to acknowledge and understand different cultures' communication styles which begins by recognizing one's own. Staff must work with people from other cultures, and it is essential to learn the different communication styles by being aware of one's communication style. It is necessary because it helps prevent staff from forcing their values onto others. School personnel is constantly communicating with parents and students with different communication styles.

It is essential to remember our ethnic backgrounds, communication styles, country, or the world we were raised in and how it influenced communication misunderstandings. Being aware of others communication styles will help school personnel communicate with a more significant, positive response. Below is a comparison of different cultural groups that school personnel will ultimately work with. This list is not to be confused with stereotyping individuals or other races, but it provides essential information regarding different groups communication styles that school personnel may work with.

These differences are being discussed to identify possible differences to reduce miscommunications. But all individuals are separate and may not fit into any specific cultural, racial, or other types of group communication style. Therefore, it is always essential to have a general idea of the possibility of different communication styles that a diverse cultural group may have (Elliott,1999).



## LESSON 01: COMMUNICATION STYLES:

### African American

- Can be passionate and animated
- Advocates beliefs
- Confrontational
- Will argue to get across a point whether in opinion or anger
- Will question authority because of personal experience
- Will not share their personal life
- May not maintain eye contact with authority
- Will challenge leadership

### Native American

- Restrained communication style
- Tend to be direct at times
- Elders may be very direct
- Non-responsive to certain allegations
- Avoids direct open face contact
- Remains expressionless and still
- Considers complicated handshake as disrespectful
- Takes turns speaking
- Maintains personal space 2 to 3 feet apart



## Hispanic American

- Somewhat low-key with those whom they are not familiar
- Prolonged eye contact may seem disrespectful
- Use medium to high-level gestures
- Decisions made based on the obligation to family

Attendance personnel should remember a few very simple practices whenever conferencing: always being open-minded, having some basic information about people who do not look like you, active listening is always a plus, and being constantly aware of demeanor. It won't be very easy to understand some people's communication styles at times, but attempting to embrace and listen to them can go a long way (Elliot, 1999).



## WORKBOOK SECTION

1. How will being aware of others communication styles will help school personnel?

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2. What are the types of communication styles?

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