

# ¿Que? Learning to Communicate Across Cultures

We human beings, for the most part, get along remarkably well across cultures. Things become more complicated when we live and/or work with people whose cultural norms may be very different from our own. While differences can be exciting and help us learn new ways of existing in the world, they can also provide opportunities for misunderstanding and conflict. Gaining an awareness of one's own cultural norms is the first step toward anticipating these differences, strategizing ways of working through those differences, and resolving conflicts when they emerge.

Topics covered and skills learned:

- What is “normal” behavior?
- How do we develop an awareness of our own norms?
- Developing cross-cultural awareness
- Establishing group norms
- Handling norm violations (they happen all the time)



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