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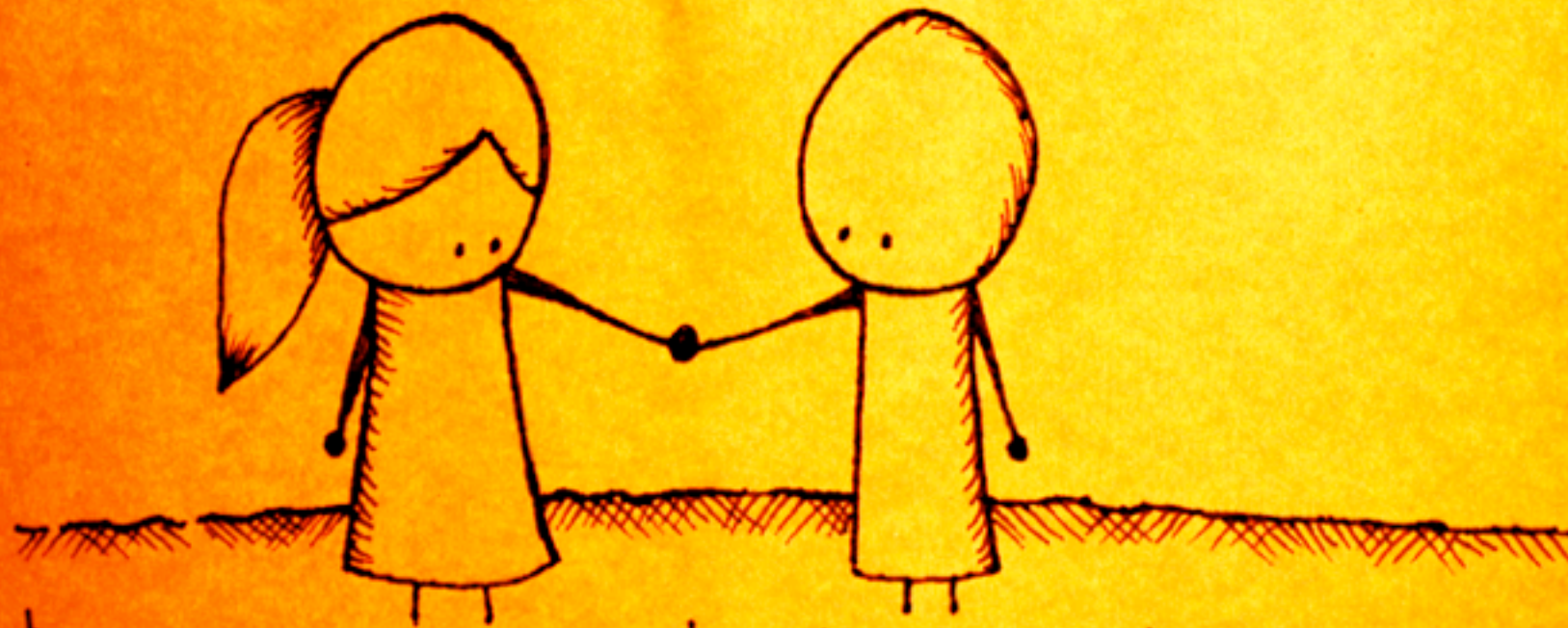
Intercultural communication

Lecture 10

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A relationship is like holding hands



LOVE IS: holding hands when things are cloudy.



or like a house

A paved road with double yellow lines winding through a lush green forest. The road is dark asphalt and curves gently through the trees. The surrounding vegetation is dense and vibrant green. The text "or like a road" is overlaid in white on the left side of the image.

or like a road

or like a moveable home.



Different kinds of relationships

Acquaintances

Colleagues

Friends

Romantic relations

Dynamics of relationships

- Control
- Affiliation or closeness
- Activation, attitude to the world around them (*active, passive, etc*)

Dialectics of relationships

- *Autonomy-connexion* dialectic
- *Novelty-predictability* dialectic
- *Openness-closeness* dialectic

Face

Favorable social impression that a person wants other to have of him/her.

- Face is *social*
- Face is an *impression*
- Face refers only to *favorable* social attributes

Although the notion comes from East-Asian cultures, face is **universal**.

Faces

- Face control (authority, independence)
- Face approval (acknowledgement)
- Face admiration (respect from others)

'Facework'

The actions people take to deal with their own and others *face needs*.

'Facework is not something we do some of the time, it is something that we unavoidably do all the time - it is the core of our social selves.' (IC 240)

Facework in intercultural communication

Anxiety management

The conflict process may be defined as interaction between persons expressing opposing interests, views, or opinions.

- **Content conflict goals**, the substantive issues external to the individual involved.
- **Relational conflict goals**, how individuals define, or would like to define, the particular relationship in the conflict episode.
- **Identity based goals**, revolve around issues of validation, approval-disapproval, respect-disrespect, valuing-disconforming of the individuals in the conflict episode.

Rewards and costs

(the ideal is that rewards outweigh costs)

Early in relationship vs in established relationship

Initial investment in relationship (gender differences)

Discrepancies in relationship involvement

Perceived unequal distribution of power in a relationship often results in conflicts between intimates. Studies show that:

- Couples that share power equally have best satisfaction
- Husband-dominant couples have medium satisfaction
- Wife-dominant couples have lowest satisfaction

4 conflict resolution strategies:

Exit (divorce, break up, separate)

Voice (attempt to change the relationship, discuss problems, compromise, work things out)

Loyalty (accept minor problems, commit to maintain the relationship, assume that things will improve)

Neglect (ignore the partner, not care about the relationship, allow conditions to worsen)

5 conflict management styles (*patterned* responses)

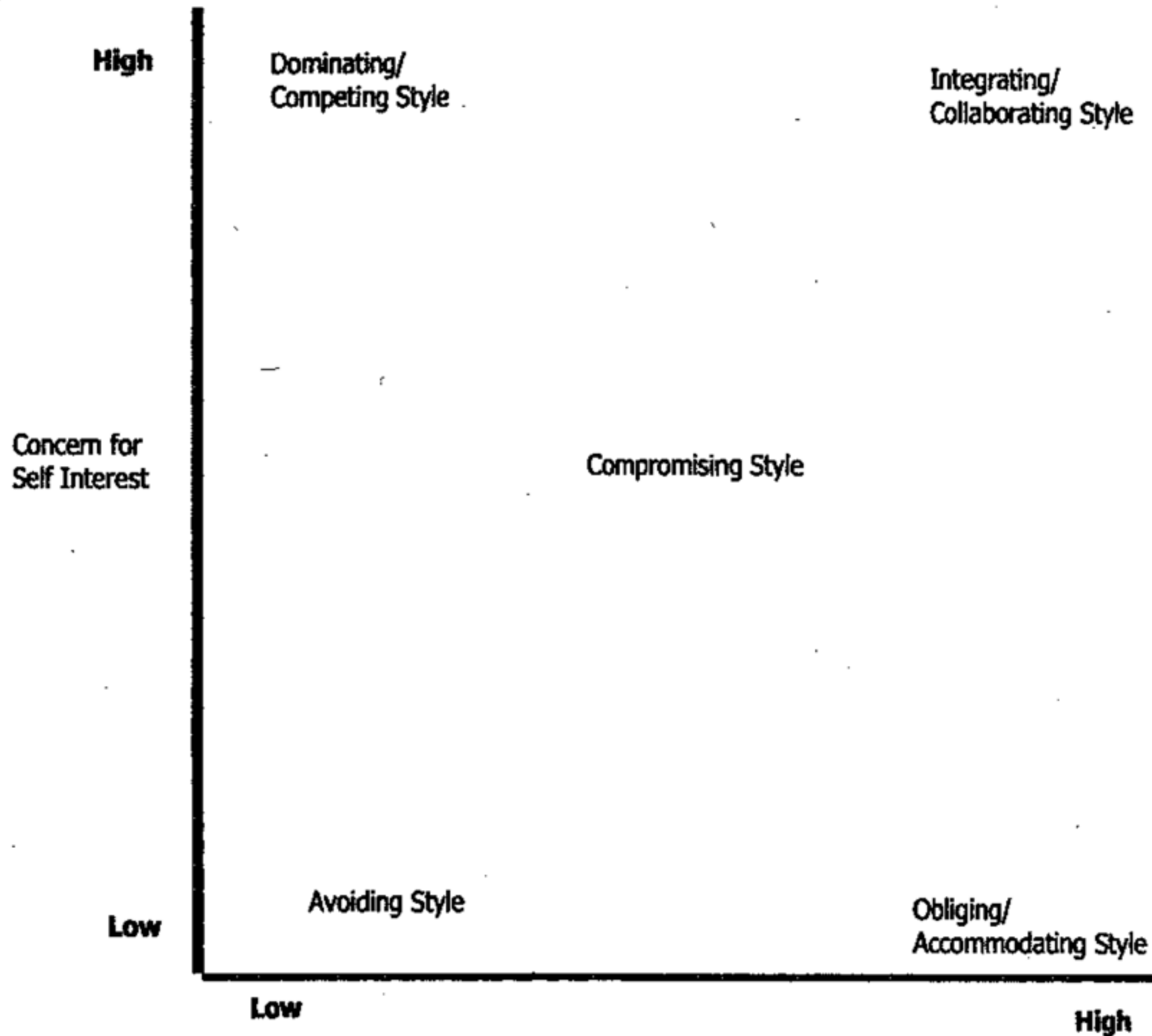
Avoiding (lose-lose)

Smoothing, accommodating, obliging, giving in (lose-win)

Dominating, forcing, competing (win-lose)

Compromising (win & lose)

Confronting problem, collaborating, integrating (win-win)



Constructive confronting partner:

preparation

lead-in

confrontation (communicate one's needs,
interests, objectives, expectations)

active listening

negotiation

follow up

”Cultural factors”

Cultural patterns

Verbal and non-verbal communication

Code-usage

”Cultural factors”

Cultural patterns

Verbal and non-verbal communication

Code-usage

How apply this knowledge in order to approach conflicts mindfully and constructively?

Intercultural conflict models

Intercultural conflict models

conflict scripts
conflict metaphors
conflict phrases
gestures, facial expressions

Intercultural conflict models

1. emotional frustration, mismatched expectations
2. biased intergroup perceptions & attributions in assessing what happens in an ongoing conflict episode
3. different face needs
4. multiple/different goals, depending on how they define/understand the conflict episode
5. divergent procedures and styles in approaching the various developmental phases of the conflict
6. situationally dependent
7. demand systems thinking

Intercultural conflict models

Cultural patterns:

individualism-collectivism & power distance

Culture-based situational model

- Primary orientation factors: cultural value patterns, personal attributes, conflict norms, face concern.
- Situational and relationship boundary features: intergroup boundaries, relationship parameters, conflict goal assessment, conflict intensity.
- Conflict communication process factors: conflict styles, facework strategies, emotional expression, conflict rhythms.
- Conflict competence features.

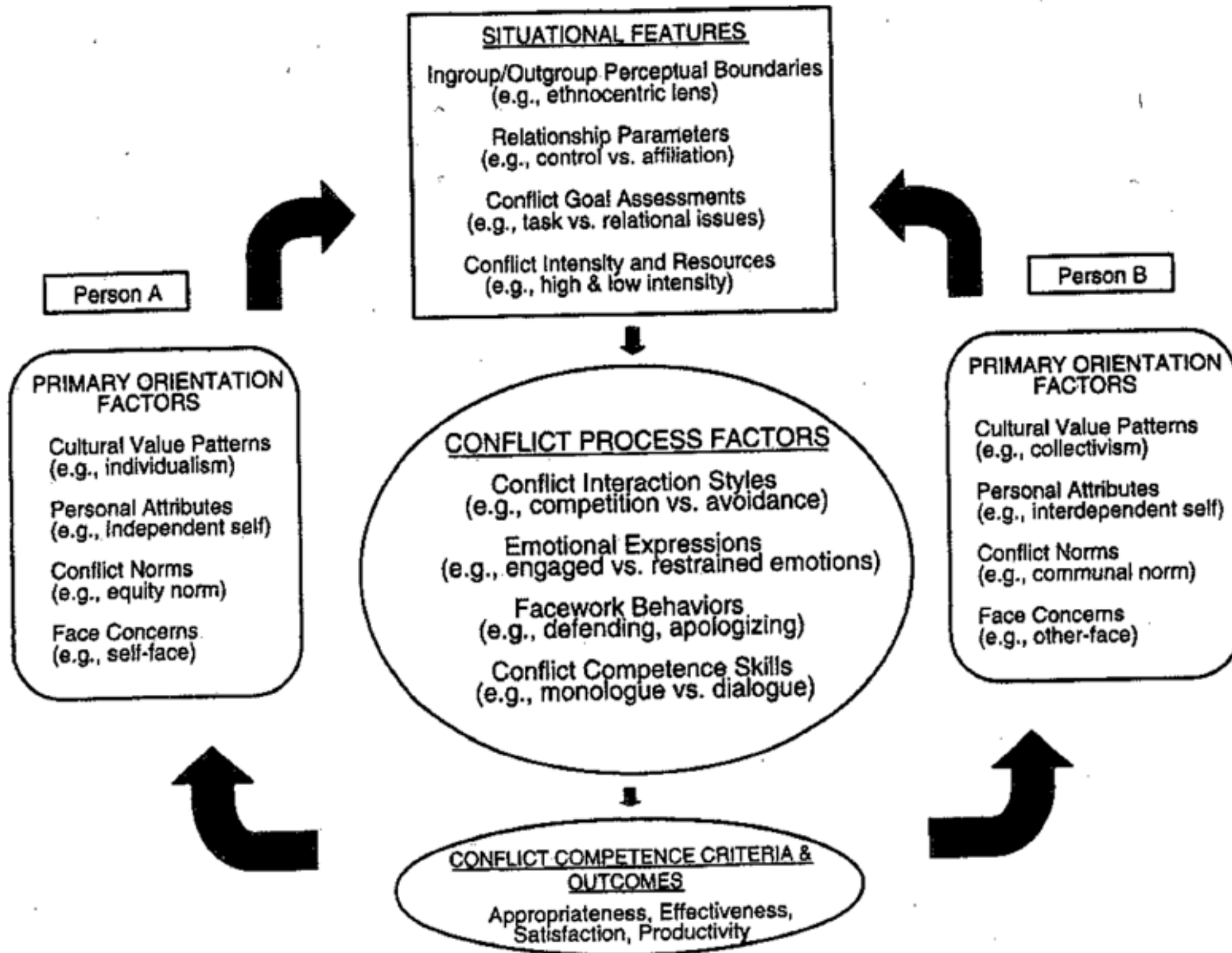


Figure 2.1. An Intercultural Conflict Episode: A Culture-Based Situational Conflict Model

Individualism is expressed in interpersonal conflict through the strong assertion of personal opinions, the effective display of personal emotions, and the importance of personal accountability for any problem or mistake.

Collectivism, on the other hand, is manifested in interpersonal conflict through the representation of collective opinions or ideas, the restraint (as opposed to effusiveness) of personal emotional expressions, and the protection of ingroup members, if possible, from being held accountable for the conflict.

8 conflict management styles (patterned responses)

Avoiding (lose-lose)

Smoothing, accommodating, obliging, giving in (lose-win)

Dominating, forcing, competing (win-lose)

Compromising (win & lose)

Confronting problem, collaborating, integrating (win-win)

Emotional expression (as guide in conflict)

Third-party help

Neglect (passive-aggressive strategy)

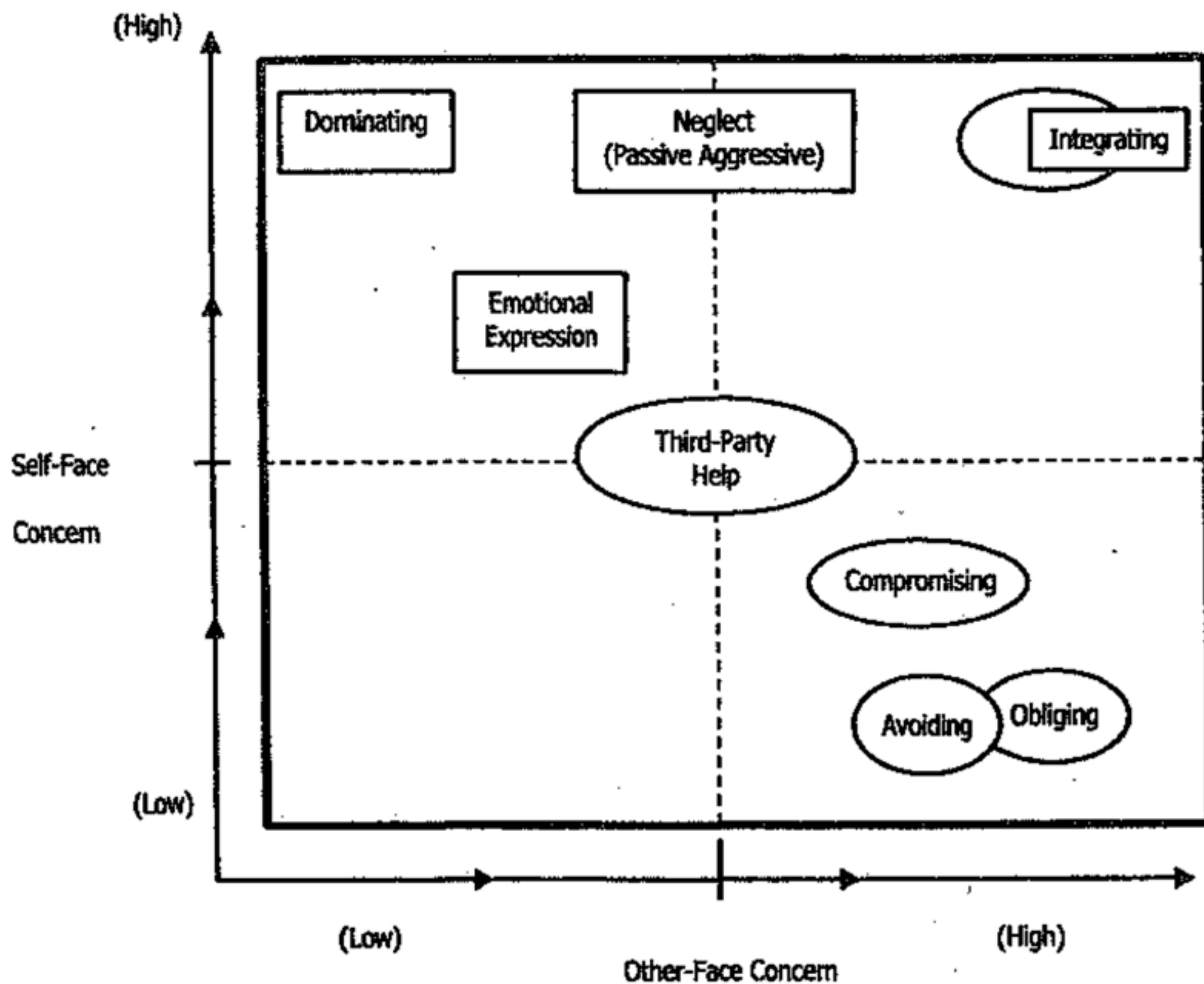


Figure 2.3 An Eight Style Conflict Grid: An Intercultural Approach

Studies show that, whereas individualists tend to use self-oriented face-saving strategies in conflicts, collectivists tend to use other- or mutual-oriented face-saving strategies in such situations.

Remember that

Under the pressure of an emotionally vulnerable conflict situation, we may cling ever more closely to our own conflict scripts and routines for protection and solace.

