TEN WAYS THAT
"GOOD" COMMUNICATION STYLES
VARY ACROSS
CULTURES

TASK ORIENTATION
It's important to take care of business without
wasting excessive time on small talk and getting to
know each other.

RELATIONSHIP ORIENTATION
Building relationships is more important than
completing tasks. People cannot do business
together until they have taken time to establish a
relationship.

CLARITY
It is best to be clear and specific in expressing and
requesting information. Beating around the bush is
annoying or a sign that people are evading the
truth.

INDIRECT SPEECH
It is best to be vague and ambiguous when
expressing information. Speaking in a direct,
straightforward way is unnecessarily harsh and
impolite.

FACE-TO-FACE COMMUNICATION
Two people should work out their problems
directly with each other.

USE OF THIRD PARTY
The best way to work out problems between two
people is to use an intermediary or go-between.

EMPHASIS ON WORDS
If something is important or on your mind, you
should speak up.

EMPHASIS ON CONTEXT
If something is important, it should be left unsaid.
Putting everything into words weakens
communication and relationships.

IMPORTANCE OF INDIVIDUAL OPINION
People should express their individual points of
view and opinions even if they differ from the
beliefs or opinions held by others in the group.

IMPORTANCE OF HARMONY
Disagreeing with others, pointing out mistakes, or
insisting on personal opinions can undermine a
group. It causes group disharmony and loss of face.

SUPPORTIVE DISCUSSION
When disagreeing with or criticizing others, it’s
important to do so in a positive, supportive
manner. A person may feel personally attacked
when someone else argues with her.

CRITICAL DISCUSSION
Arguing, debating, and criticizing ideas are
enjoyable and acceptable conversational styles. One
should point out the weakness in the other person’s
argument as this promotes the exchange of ideas.

EXPRESSION OF EMOTION
It is okay to share feelings such as happiness,
excitement, enthusiasm or sadness through words
or facial expressions.

SUPPRESSION OF EMOTION
It is important and thoughtful to hide all personal
feelings and opinions so that they are not evident in
words or facial expressions.

DETACHED/OBJECTIVE STYLE
In meetings, people should stay rational and in
control of their emotions. Becoming overly
emotional takes away from the speaker’s credibility
and effectiveness.

ANIMATED STYLE
Becoming louder or animated is a sign of
involvement in the discussion. A person who
remains unanimated during the discussion may be
insincere or not interested in the topic.

SIMPLICITY
It’s best to simplify ideas, clarify thoughts, and
avoid ambiguity.

COMPLEXITY
Simplicity should be distrusted. Complex
communication reflects the depth of the topic.

CONCRETE
The best way to learn or to solve a problem is to
examine and discuss concrete examples.

THEORETICAL
The best way to learn or to solve a problem is to
discuss the underlying theory and philosophy.