Communication Essentials

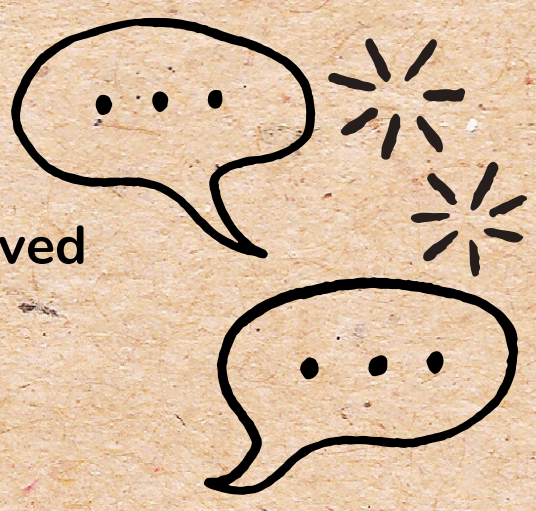
Managing Cultural Differences

- Best strategy: Encourage cultural exchange and mutual learning
- Promotes inclusivity, understanding, and teamwork in global teams

Communication Barriers

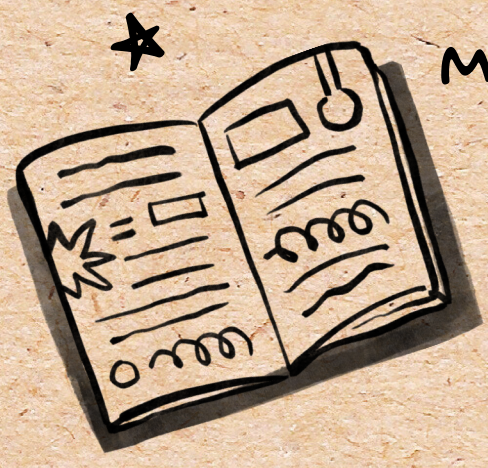
Type	Examples
Psychological	Stress, anxiety, emotional reactions
Semantic	Jargon, slang, misinterpreted words
Technological	Poor internet, incompatible tools
Physical	Poor lighting, noise, distance

Voice in Writing

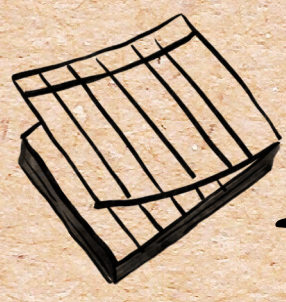


- Active Voice: The manager approved the report.
- Passive Voice: The report was approved by the manager.

Medium for Complex Info



- Best: Written reports – detailed, clear, and can be referred to later
- Avoid: phone calls or informal chats for complex data

Responding to Customer Complaints

- Best approach: Acknowledge issue, show empathy, offer solution
- Avoid: ignoring complaint, defending without empathy, sounding too formal