Intercultural Conflict Communication Charades

Prepare TWO short role-plays (1 & 2) depicting both defensive (1) and supportive (2) communication responses while dealing with conflict. Perform your plays for the class. You can choose from one of the following cross-cultural situations or develop one on your own.

Your French roomate is sloppy. You decide to talk to him/her about this problem.

You are being unfairly criticized for the quality of your work by the Spanish profesor. You believe the teacher wasn't fair grading your work. You decide to talk to her/him about this problem.

It is the end of the semester at your exchange university and you have lots of exams to prepare for and many final papers to write. However, your roommate has been partying for the whole semester and it seems lihe she/he doesn't intend to stop. You decide to talk to her/him about this problem.

You decide to extend your exchange program for another semester while abroad. Talking to your international advisor at your guest University who tells you to take courses you don't want to take. How do you handle the situation?

Helpful reminder for your role-plays:

Defensive Communication	Supportive Communication
Messages that appear to be judgmental or accusing.	Adopt a non-judgemental attitude. Try to remember that you are not always right, that there are other ways of perceiving the world.
Messages that convey a sense of superiority by the speaker.	Try not to be ethnocentric, be open-minded.
Communication that seems manipulative.	Adopt an attitude of caring for the person by seeing him/her as a person not an object.
Messages that imply that you wish to control or direct the behavior of the listener.	Develop understanding based on how your knowledge of people in general as well as other cultures.
Blaming, name calling, personal criticism.	Try to recall or imagine how you feel in similar situations.
Demands, threats, warnings, ultimatums, antagonistic jokes.	Allow yourself to experience your own feelings or concerns, but also be aware of emotions of others.