

# 4 cultural communication cues

|                   |   |                    |   |
|-------------------|---|--------------------|---|
| <b>Accept</b>     | that you are in another social and cultural world.  | <b>Build</b>       | enduring relationships with community groups.   |
| <b>Acquire</b>    | a sound knowledge of Torres Strait Islander culture.  | <b>Develop</b>     | healthy working relationships with Councils; Communities; Organisations; and Individuals; promote goodwill and understanding between all parties. |
| <b>Adopt</b>      | a participatory role rather than a controlling role.  | <b>Disseminate</b> | information or ideas broadly across all stakeholders in a fair and equitable manner - ensure no one is disadvantaged.                             |
| <b>Allow</b>      | time for people to think about ideas and proposals and to discuss them informally amongst themselves in their own language. | <b>Encourage</b>   | participation in discussions, meetings and forums.  |
| <b>Analyse</b>    | situations or problems carefully and in detail to provide an appropriate solution or outcome.                               | <b>Endeavour</b>   | to be open, honest and sincere.   |
| <b>Anticipate</b> | barriers in cross-cultural communication because of the opposing conceptual systems.  | <b>Expect</b>      | resistance to ideas and proposals that are incompatible with Islander values.   |
| <b>Appraise</b>   | each meeting or contact situationally - no two visits or meetings are alike.  | <b>Familiarise</b> | yourself with the socio-political profile of the community you are working in.  |



**Identify**

key stakeholders in the community including Chairpersons; Council members; Elders - both men and women; and respected younger people possessing higher education.

**Listen**

to people's views and take them seriously, keep in mind that your perspectives and concepts may differ from others - give a little, listen a little, learn a little to find out what the other party needs.

**Promise**

only what you can deliver or are capable of achieving.

**Respect**

people's customs, culture, values, religion, dignity and feelings.

**Talk**

in a style that is clear, understandable, free of jargon and acronyms.

**Understand**

cultural and community dynamics - stereotyping should be avoided as each community is unique and each have their own individual needs.

