

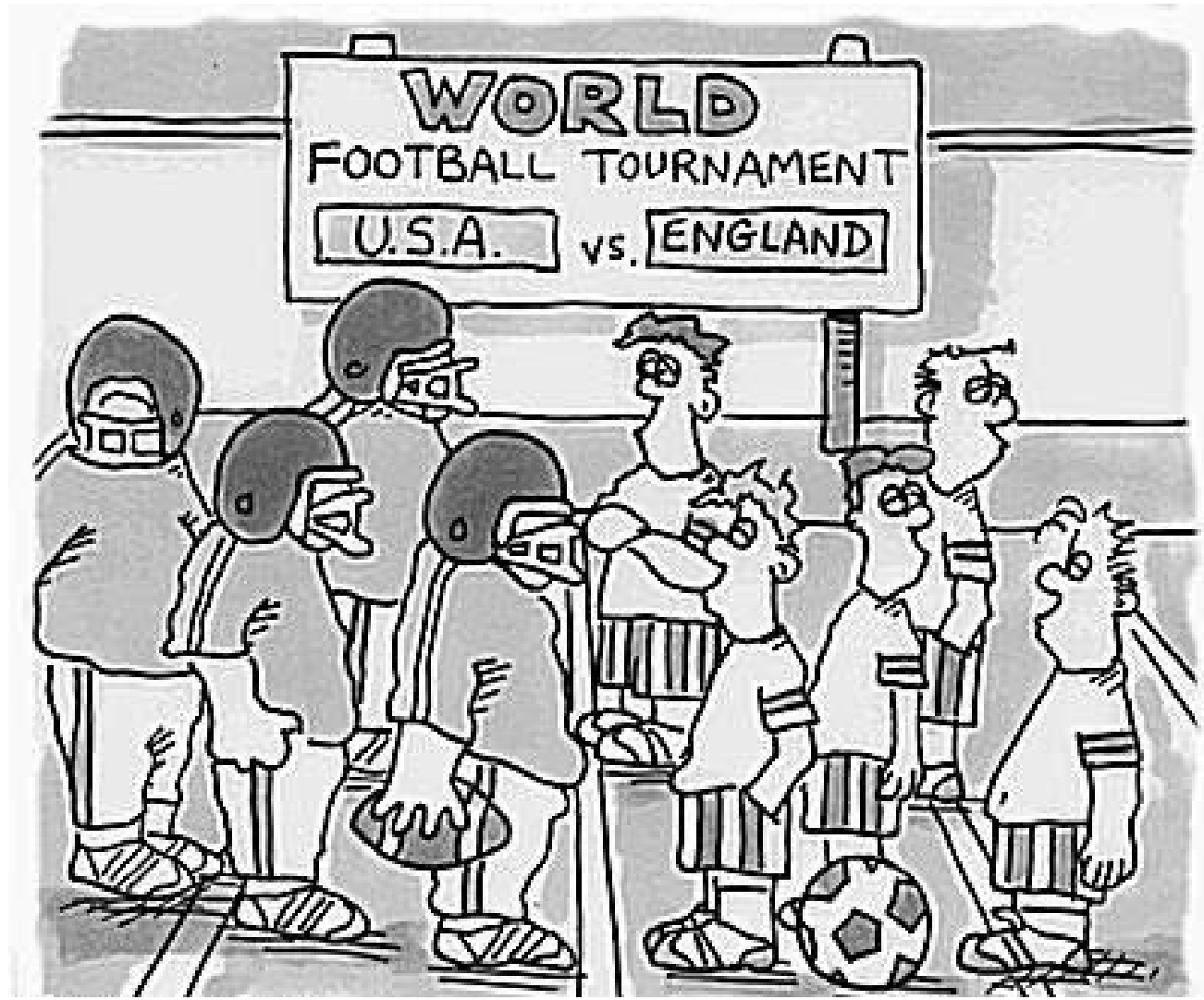


INTERCULTURAL COMMUNICATION

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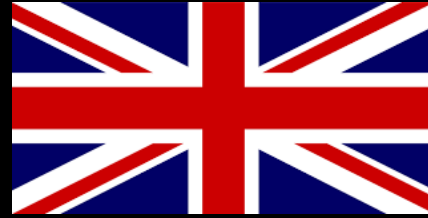
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- Soccer
- Fries
- Subway
- Jail



- Football
- Chips
- Underground/tube
- Australia

PROFESSIONAL INTERCULTURAL INTERACTION

What

- Meetings
- Banquets

Who

- Officials
- Business people (Gibson 2002)
- Other professionals

Research methods and data

Who

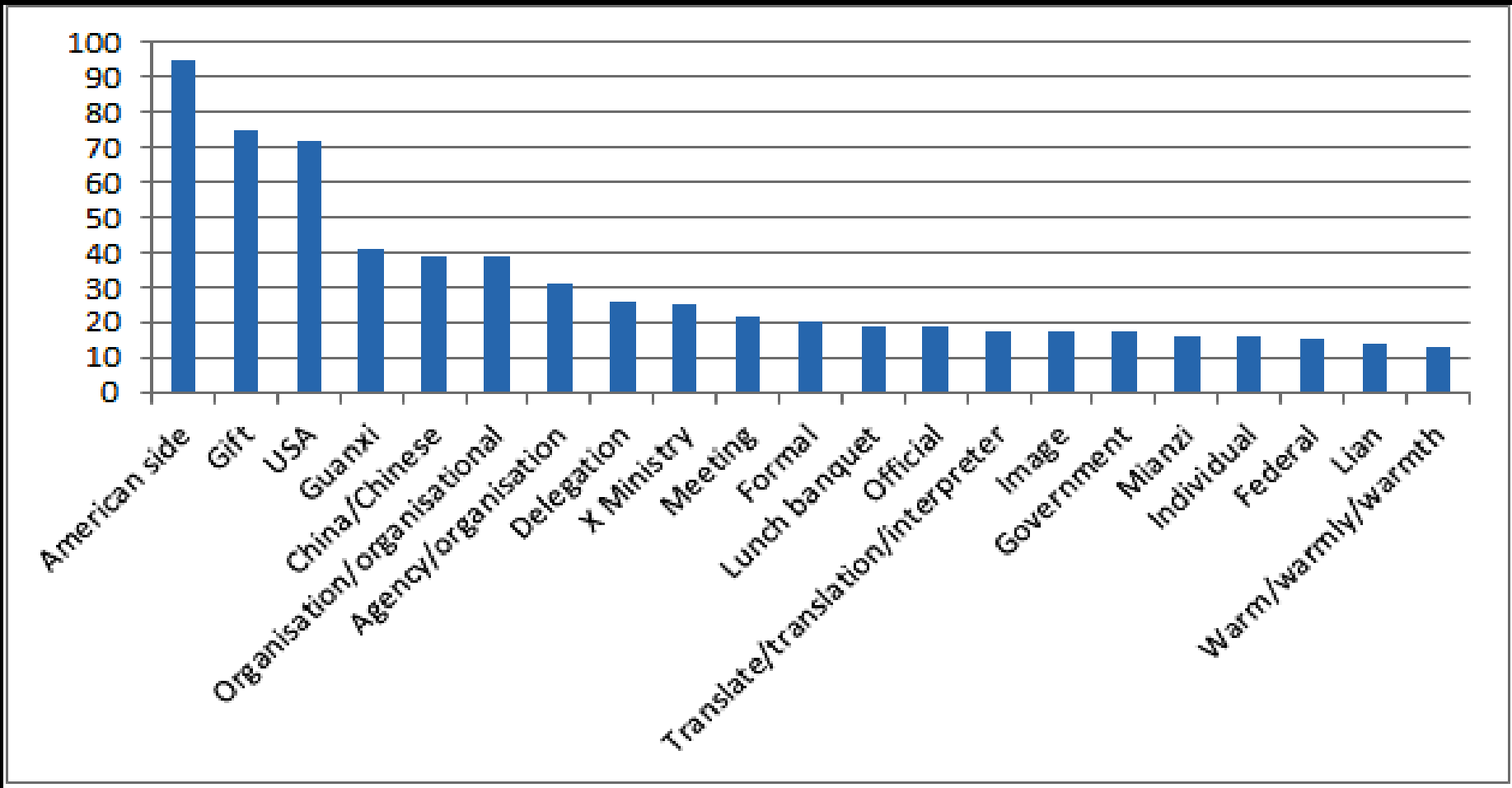
- A one-month-long Chinese official delegation visit to the USA
- 20 senior Chinese officials
- Over 40 senior American officials

What

- Over 30-hour-long video recordings
- 12 evening meetings
- 41 interviews
- 10 Questionnaire returns

How

- Evening meetings
- Post-event and post-trip interviews
- Questionnaire answers



RAPPORT-SENSITIVE INCIDENTS

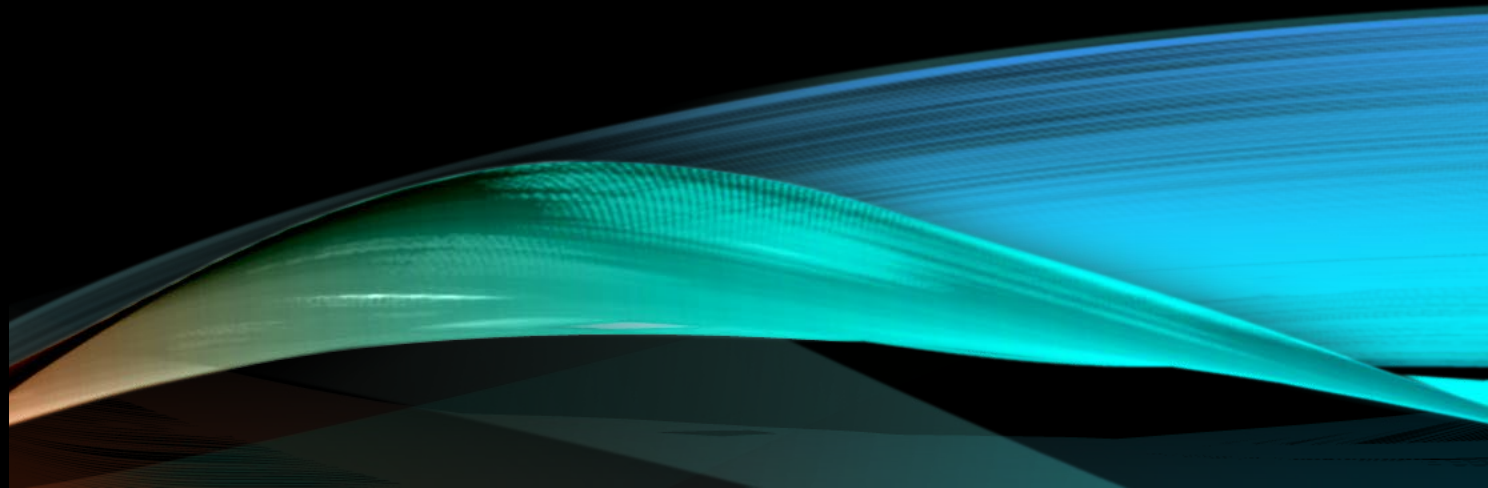
Security checks

Gift giving

The interpreter's
interruption and
clarification



INCIDENT 1 SECURITY CHECKS





UNIVERSALISM VERSUS PARTICULARISM

Universalism means that everybody is treated as subject to the same rules.

Particularism, on the contrary, means that some people are more equal than others.

INCIDENT 2 GIFT GIVING

1 PB: Are they giving me a picture?
2 DJ: °A gift. °25
3 PB: What? Oh gift! Oh! Oh! You didn't tell me that!
4 DJ: Sorry, I forgot.
5 HOD: 非常感谢啊! 非常感谢! 给你点儿小纪念品, 赠送给你。
6 [Thanks very much! Thanks very much! Some
7 small gifts for you.]
8 PB: Thank you very much. I appreciate it. Silk and
9 chopsticks, right?
10 ((PB receives them with one hand while shaking
11 the other hand with the Chinese leader.))
12 DJ: Perhaps. I don't know what it is here.
13 D19: It's a fan.
14 DJ: Oh, a fan.
15 PB: Fan. Oh, cool. I could use it. Today I am hot. I
16 could have used it at the very beginning. This is a
17 fan and...
18 ((He tries to unwrap the package.))
19 DJ: Well, I would like to take it away from you.
20 (Director Jackson is helping P3 to unwrap.)
21 PB: Oh! Got it!
22 Good! Good!
23 ((The packaging is removed successfully.))
24 So I could use it, right?
25 ((P3 unfolds the traditional Chinese fan.))
26 DJ: Oh! That's beautiful.
→ 27 PB: Does this make me sexy?
28 ((He is waving the lady's fan.))
29 Interpreter: "Make you sexy." Hhhhh
30 ((The interpreter laughs while repeating his words
31 in English.))

Chinese officials



American officials



1 Interpreter: (大家)太大声了，我听不清你问
2 的什么问题。
3 [(They) speak so loudly that I
4 couldn't hear your questions.]
5 安静！ [BE QUIET!]
6 ((The interpreter shouts to the
7 whole room.))

THE INTERPRETER'S CLARIFICATION

- 1 HOD: 使我们对(Y)的大体状况有了一个了解, 非常感谢。
- 2 Interpreter: Thank you very much for your wonderful introduction.
3 You just gave them numerous useful information. They
4 are very very interested. That's the reason why they had
5 very enthusiastic and passionate discussion. They hope
6 you can FORGIVE our discussion. Of course, we respect
7 you very much. Just BECAUSE of your wonderful
8 lecture, we had such an enthusiastic discussion. Thank
9 you very much.
- 10 P3: You are very kind. ((P3 bows to the Chinese leader.))
11 ((P1 and P2 nod their heads.))
- 12 Interpreter: 对, 他说你们非常好。
13 ((All the delegates applaud.))
- 14 Interpreter: 对, 刚才我已经顺便把你们讲的话全翻译了。说你们正是
15 因为讲得好, 所以我们才讨论得那么热烈, 绝对不是不尊
16 重。我们太尊重你了, 太喜欢你了。
- 17 HOD: 嗯。 [Hum.]

THE AMERICAN OFFICIAL'S COMMENTS

I did feel slightly uncomfortable when the group began talking, rather loudly and in an animated manner, after some of my answers. It was explained to me that this was not meant as disrespectful so I was fine with it. I think it was just a situation where **cultural norms may be different in China versus in the U.S.** I do not feel the visitors need to change their behavior, it just helps to explain to the speaker that this may happen and why so they do not take it offensively. I take it as a compliment, now that I know, that my comments sparked debate and conversation amongst them and am not offended at all.

DIVERGING INTERPRETATIONS

Chinese: impolite &
condescending

Lost the delegation's
face

The interpreter
transcended her
power



Americans: successful cultural
mediation prevented the
interlocutors from being perceived
as impolite

FINDINGS

Different cultural dimensions may have some explanatory power.

Different interactants may interpret the same interaction in entirely different ways.

There is a fine line between mediation and intervention.

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Thank you.

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