

# Table of Contents

Preface .....	v
Acknowledgement.....	vi
Table of Contents.....	viii
CHAPTER I    WHAT IS CULTURE.....	1
1.    Definition of culture.....	2
2.    Some Key Characteristics of Culture .....	6
CHAPTER II    WHY IS CULTURE IMPORTANT? .....	12
CHAPTER III    CULTURAL DIFFERENCES IN NON-VERBAL COMMUNICATION .....	20
1.    Nonverbal Communication .....	21
2.    Nonverbal Communication and Cultural Interpretation.....	24
3.    Symbolic Interactionism .....	26
4.    Symbolic Interactionism and Nonverbal Communication.....	28
CHAPTER IV    UNDERSTANDING CULTURE SHOCK .....	31
1.    What is Culture Shock? .....	32
2.    Phases of Culture Shock .....	34
3.    Some General Advice About Culture Shock.....	36
4.    Word About Coming Home .....	38

5.	Culture Shock Responses .....	38
6.	Ways to Cope with Adaptation Stress.....	39
7.	A Developmental Model of Intercultural Sensitivity .....	40
<b>CHAPTER V</b>	<b>CROSS-CULTURAL COMMUNICATION BARRIERS .....</b>	<b>43</b>
<b>CHAPTER VI</b>	<b>CROSS-CULTURAL COMMUNICATION SKILLS .....</b>	<b>47</b>
1.	Generic behavioral skills to assist in cross- cultural situation.....	49
2.	Handling cross-cultural misunderstandings .....	54
3.	Overcoming misunderstandings .....	54
Bibliography.....	58	
Curriculum Vitae.....	66	