

Tannen's Cross-country communication:

Cross-cultural communication, by Deborah Tannen

(A) Levels of communication differences

1. When to talk

perspectives on silence (Athabaskan and non-Athabaskan)

2. What to say.

asking questions, telling stories, telling jokes

3. Pacing and pausing

automatic reactions (How many milliseconds shall I wait?)

4. Listenership

looking away/ looking at the person speaking

WOW, NO KIDDING

5. Intonation

“Would you like gravy?” (Asian women at London's Heathrow Airport)

6. Indirectness

7. Cohesion and coherence

cohesion- “surface level ties showing relationships among elements in discourse”

coherence-”organizing structure making the words and sentences into a unified discourse that has cultural significance”

Indian speakers -- the main point in a lower voice

Arabic speakers -- repetition

Deborah Tannen discussed a large number of areas in which cross-cultural differences sometimes lead to cross-cultural misunderstanding, including Indirectness, Listenership, Pausing and Pacing, and Intonation. Choose three of these four, and for each explain what it is and give an example.