

## **Excell**

### **Excellence in Cultural Experiential Learning and Leadership**

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## **Cross-cultural listening for meaning**

### **1. Give the student time**

It takes time to find the right words to describe one's issue, especially when translating in and out of another language or when expressing something one is unused to talking about. Also, some cultures take more time between each speaker, time to listen and reflect and prepare the appropriate response.

### **2. Check what feelings they are experiencing:**

How important is this for you?

Are you feeling (simple, clear words, eg. angry, sad, worried)? How strong are those feelings?

Do you have a word in your culture that means (as above)? Does it mean anything else in your language that we haven't talked about already?

### **3. Use metaphors, and invite the student to use them**

Metaphors or images are a way of keeping some emotional distance when talking about an issue; some people feel more comfortable with that distance. Some cultures frequently use metaphor and stories to talk about relationships and mental/emotional matters.

### **4. Significant word**

Is there a word in your language that I don't know, that you would like me to understand? Write it down. Explain it to me.

### **5. Refer the student to a professional who speaks their language**

Recognise that if a student is going to talk about intimate things it will be with someone who speaks the same native language.