

# GLOSSARY

## Developing Cross-Cultural Intelligence

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Use these terms and definitions below to understand concepts taught in the course.

**Transcript Search:** note that you can search for terms directly within the course. To search video text, switch to the *Transcripts* tab, then press Cmd/Ctrl + F on your keyboard to run a search within the active transcript.

Term	Definition
direct communicator	Someone who says what they mean succinctly and clearly. They do not withhold their true opinions and offer ample feedback. Conversations with direct communicators are likely to be focused, and often will cut right to the chase.
high-context cultures	Cultures that seamlessly weave metaphors and contextual references into conversation. There is more silence in conversation in these cultures, and body language carries a much heavier weight than in low-context cultures. Good examples are many countries in Asia, South America, and the Southern Mediterranean, among others.
indirect communicator	Someone who tends to speak in layers and gathers information by asking lots of questions. They are non-confrontational and tend to avoid saying “no” whenever possible. Speaking with an indirect communicator will require development of rapport and patience.
low-context cultures	Cultures in which speech is quite literal, and frequent. Information is abundant and direct in these cultures, and everything is very clearly spelled out. Good examples are Germany, the USA, Australia, and Canada.
monochronic time culture	Cultures that share information in a more straightforward manner. Start/finish times and deadlines are spelled out clearly, and agendas are revered. Clarity and conciseness are common traits in communicating with those from monochronic cultures.
polychronic time cultures	Cultures that tend to be more relationship based and less concerned with the passage of time. Many conversations occur at once and might seem cyclical or aimless to those from a different time culture. Meetings are loosely organized and allow for ample conversation.

rapport	The relationship developed upon commonality, harmony, and human connection. In many cultures, a solid rapport must be established before any meaningful business will be conducted.
time orientation	The way a certain culture views the concept of time, and the pace at which they carry on with their daily lives.