

Questionnaire

1. Gender: _____
2. Languages you speak: _____
3. Which language(s) do you consider to be your first/native language(s)? _____

	Never	Sometimes	Fairly often	Always
1. I'm okay with people who behave in a way that is different from how I behave.	(1) <input type="checkbox"/>	(2) <input type="checkbox"/>	(3) <input type="checkbox"/>	(4) <input type="checkbox"/>
2. I'm okay with people who have a communication style that is different from mine (for example more or less direct, more or less intense, more or less emotional, etc.).	(1) <input type="checkbox"/>	(2) <input type="checkbox"/>	(3) <input type="checkbox"/>	(4) <input type="checkbox"/>
3. I'm okay with people who have different values and beliefs from me.	(1) <input type="checkbox"/>	(2) <input type="checkbox"/>	(3) <input type="checkbox"/>	(4) <input type="checkbox"/>
4. I try to find out how I can overcome potential challenges when communicating with others. Even if a person has a different communication style than mine.	(1) <input type="checkbox"/>	(2) <input type="checkbox"/>	(3) <input type="checkbox"/>	(4) <input type="checkbox"/>
5. I try to adjust to and accept another person's communication style even if it can be challenging.	(1) <input type="checkbox"/>	(2) <input type="checkbox"/>	(3) <input type="checkbox"/>	(4) <input type="checkbox"/>
6. If I get upset by other people's opinions, I try to keep my reactions to myself until I find out more about the reasons why they have these opinions.	(1) <input type="checkbox"/>	(2) <input type="checkbox"/>	(3) <input type="checkbox"/>	(4) <input type="checkbox"/>
7. In conversations with people I haven't met before, I consciously observe their body language and the way they speak in order to understand what they mean.	(1) <input type="checkbox"/>	(2) <input type="checkbox"/>	(3) <input type="checkbox"/>	(4) <input type="checkbox"/>
8. When I am in a new situation, I try to observe people around me to find out what type of behaviour is expected in that particular situation.	(1) <input type="checkbox"/>	(2) <input type="checkbox"/>	(3) <input type="checkbox"/>	(4) <input type="checkbox"/>

- | | | | | |
|--|------------------------------|------------------------------|------------------------------|------------------------------|
| 9. When I speak to people I don't know, I try to learn something about their mindsets/values/beliefs (how they think). | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |
| 10. When misunderstandings occur in my surroundings, I am curious to find out what the reasons are. | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |
| 11. When people misunderstand each other, I have knowledge of some factors (such as communication styles) or theory (such as communication theory) that may help me analyse the situation. | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |
| 12. When people misunderstand me or I misunderstand them, I try to learn from it. | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |
| 13. I try to see things from other people's point when we disagree. | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |
| 14. When other people behave in a way that I don't understand, I try to find out why they are doing this. | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |
| 15. If someone does not seem to feel comfortable in a conversation with me, I try to find out why. | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |
| 16. If something does not seem to work out in a conversation, I start thinking about what I can do differently. | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |
| 17. I try to look at myself from other people's perspective to learn more about how other people look at me. | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |
| 18. I take into consideration that my judgment of other people, or what is "normal" and "appropriate", is influenced by my own background. | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |
| 19. In conversations with people who have a different cultural background from me, I am willing to change the way I communicate to make sure we have the same understanding of what is being said. | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |
| 20. I am aware of my own stereotypes and try to avoid that they cause any harm when communicating with others. | (1) <input type="checkbox"/> | (2) <input type="checkbox"/> | (3) <input type="checkbox"/> | (4) <input type="checkbox"/> |

21. When having a conversation with people who are different from me, I try to learn something about their background. (1) ☐ (2) ☐ (3) ☐ (4) ☐

Read the following dialogue:

Mary: This is so irritating. You have not done this correctly.

Jill: I'm sorry! I worked with this all night yesterday and it is possible to interpret the question that way.

Mary: Don't react that way. Maybe you're right. I will look at it again.

Jill: No need to. We can hand in separate papers.

Then answer the following questions:

What type of situation does this seem to be (what are they doing)?

What seems to be the misunderstanding or tension in this situation?

What could be the reason they end up not co-operating, such as the words they use, communication style or attitude?

How do you think Jill experiences the situation?

How do you think Mary experiences the situation?

Have you experienced similar situations? If so, give an example.
