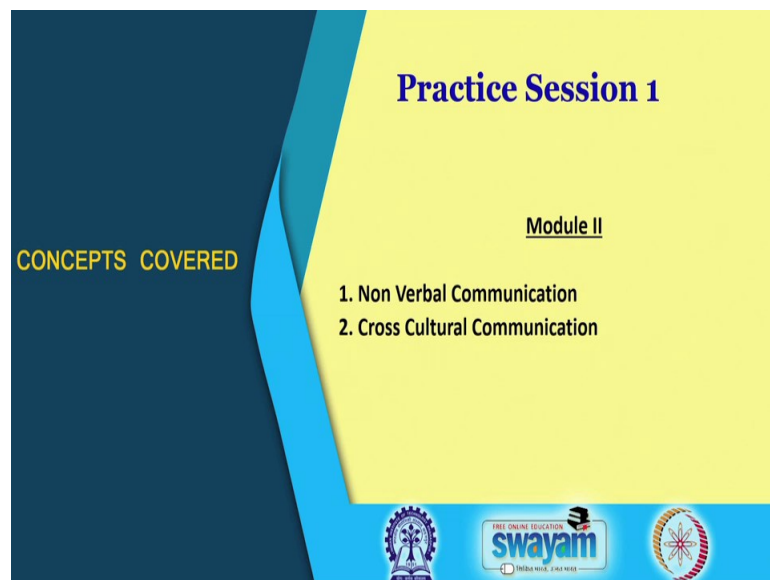


Employment Communication – A Lab Based Course
Prof. Seema Singh
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Lecture – 15
Practice Session - I

Hello friends. So, welcome back to the lab course on employment communication and today we are going to the 15th lecture of the series of 40 lectures, 8 week course on the NPTEL course on Employment Communication - A Lab Based Course. So, we present to you lecture 15 - Practice Session I of module the second.

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In this module we have basically talked about non-verbal communication. And, we have also covered all aspects in great depth of cross-cultural communication or it is also called as intercultural communication. So, as far as we have impressed upon you the importance of these two topics, which comprise module 2 of the course; it is my profound pleasure and happiness that I present to you the first lab session on module 2 titled first half on nonverbal communication and second half on cross cultural communication.

Now when we talk about non-verbal communication, we are talking about any sort of communication other than words. So, to revise once again because, the word verbal comes from the Latin *verbum* which means words. So, nonverbal is non-

words and there were seven types of nonverbal communication, this has been dealt with in depth at the proper lectures on non verbal communication introduction and conclusion. So, in this practice session, what we will have or what we will be doing is in fact, two activities: the first one is titled face to face with a man eater and the second one is face to face with a dangerous foreigner.

Both these role plays comprise two participants of the MHRM program at Department of Humanities and Social Sciences the IIT Kharagpur. And since, this is an activity or both of these are activities on nonverbal communication not a single word will be uttered. The module will in fact, display to you how without words also one can communicate. Before we film or record these two activities we will be giving the situational description of the two role plays role play 1; face to face with the dangerous man eater and role play 2 that is face to face with a dangerous foreigner.

So, it is clearly specified that no words are to be used except for non-linguistic sounds and gestures, postures, body language in short. Then we will be doing another two activities which relate to the second topic here, which is cross cultural communication in module 2. And these two activities are also very interesting you will note when you observe the recorded session. In the first activity of intercultural communication of cross-cultural communication, we have a situation of very orthodox let us a Tamilian father. And, he has a son who is returning from abroad he is working abroad, and how do the father and son they talk about the perspective marriage of the son.

So, this is an example of intercultural communication, in the sense that the son who has been abroad for his studies and higher education, there after got a job and he is working in a very good company in US. And, he has fallen in love with the black American lady she is divorcee, and he wants to marry her because she brought about lot of positive changes in his life; including when he went into depression she pulled him out of depression.

So, in such a situation he with his background or with his exposure to the western culture, the western society having read there, being educated there, worked there for quite some time. And, being in the no of all the ways in which the westerners communicate culturally. Now, he is coming back after a long time and he has already made a phone call to his father that he is bringing along with him his fiancée the black

American lady. And, he is about to spill the beans to his father of course, the intimation has already been received.

But he is about to tell his father that he would be marrying this girl across the cultural boundaries. And on the other hand we have the role of the father in this third activity of this lecture number 15 of module 2 practice session 1; in which the father is a very conservative orthodox Tamilian. And, he has taken lot of loan to get his son educated abroad in US, and he also have three more daughters to get married off, the loan also has to be repaid. So, he had been looking frantically for a perspective bride for his well educated foreign returned son.

But now the son has dropped a bombshell on him by saying that he would like to marry the black American lady whom he has fallen in love with. So, in such a situation how do they role play this dilemma of marriage or intercultural marriage or perspective marriage between a foreign return or USA returned; educated highly educated well placed son. And, how does he communicate his desire to marry the lady love and how does his father who is orthodox Tamilian who thinks about what society will think about this kind of match, who is also now under the burden of returning or in fact, costing out the loan which he has taken for the education and the higher replacement of his son and, at the same time he has responsibility of sisters to be married off, his daughters to be married off.

So, across the so, many hurdles which are created due to this cultural situation will be the enactment of role play 3; the first activity which is based on the second topic, which is cross cultural communication. Then in conclusion we will have activity 4 or the fourth and last activity in this lecture, which is titled on the road. It shows the way in which across the borders, across the cultures we respect the traffic, traffic signals and the traffic rules and regulations.

So, this scenario is like this that there is certain Mr. ABC and it is 2 pm in the night and he is going to cross the road and he sees that the traffic light has turned red. But there is no traffic in any direction because it is 2 am in the night quite an unearthly hour even if this is a big town or a *mofussil* city, we are not aware of that exactly. So, what will he do exactly if he is a typical American that is those in these western parts of the world who have high respect for time, and rules and regulations. And, what would he do number b?

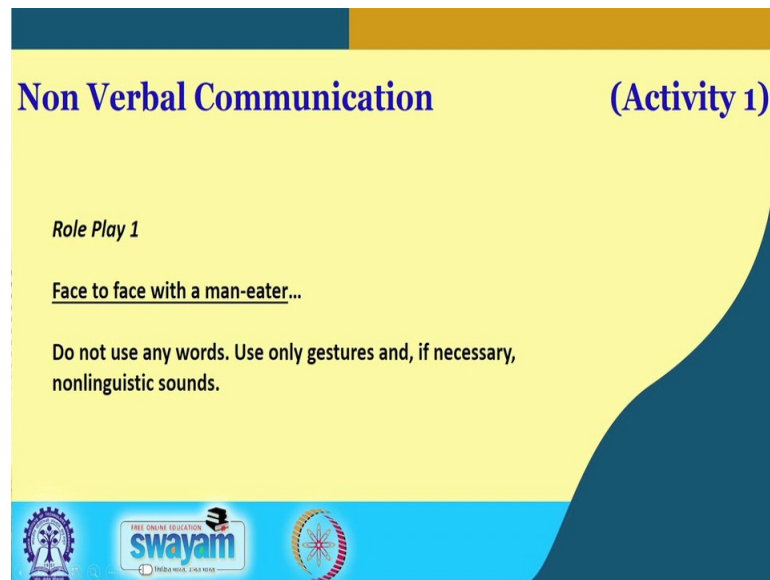
Secondly, the second scenario let us imagine what would he do in case he were a typical Indian on eastern part of the world, where we have not much respect for time we do have but we do not have that much respect for time as a typical westerner or in Americans.

Let say for example, and otherwise also you see daily in your life in common day life we see how people are disobeying the traffic signals, disobeying the traffic policeman and throwing all the rules of traffic regulations into the wind. When it comes to hurry, when it comes to how quickly I must reach my destination we do not care for everything, we do not even care whether there is a CCTV at the traffic cross roads or there is high and mighty traffic policeman or that there are traffic rules and regulations which we must observe.

So, what would a typical American do in such a situation and what would a typical Indian do in such a situation? So, we have lined up for you these four activities just a quick revision, we have role play 1 and 2 related to the first topic here nonverbal communication, role play 1 face to face with a dangerous man eater, role play 2 face to face with the dangers foreigner.

And we have two activities lined up for displaying the way in which we can we can assess or we can evaluate or practically show the concepts, we have learnt in the theoretical lectures on intercultural communication that is intercultural communication 1, intercultural communication introduction and intercultural communication 2 that is inter culture communication conclusion.

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Non Verbal Communication (Activity 1)

Role Play 1

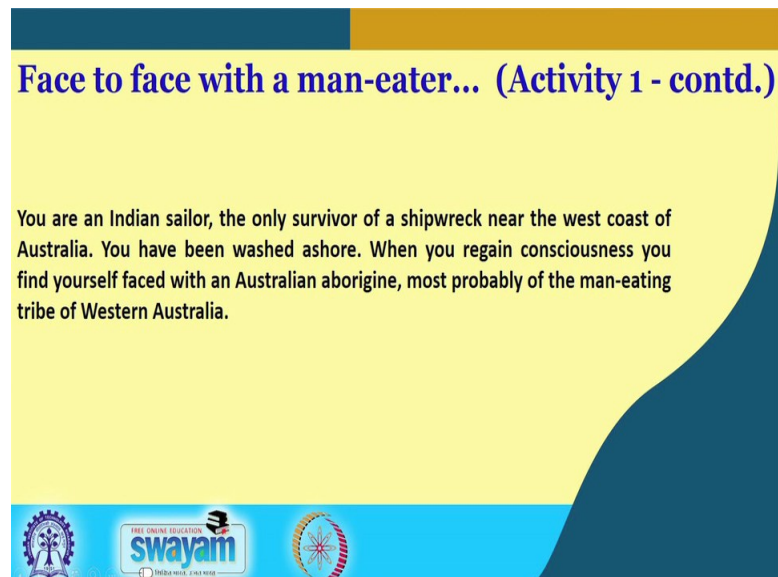
Face to face with a man-eater...

Do not use any words. Use only gestures and, if necessary, nonlinguistic sounds.

The slide features a yellow background with a dark blue and orange header. At the bottom, there are logos for 'swayam' (Free Online Education) and 'Media Work, Link Here'.

The situation is with you it is titled face to face with a man eater and the point is that we are imagining a situation, where there is an Indian sailor and the other one is a man eater. There are two participants required for this role play or activity. The one who is an Indian sailor is the only survivor of a shipwrecked near the west coast of Australia.

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Face to face with a man-eater... (Activity 1 - contd.)

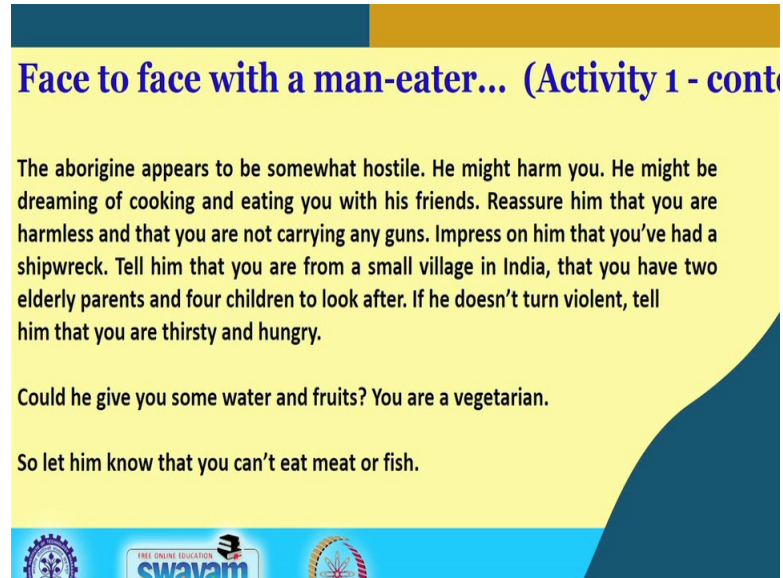
You are an Indian sailor, the only survivor of a shipwreck near the west coast of Australia. You have been washed ashore. When you regain consciousness you find yourself faced with an Australian aborigine, most probably of the man-eating tribe of Western Australia.

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And he has been washed ashore and when he regains consciousness; he finds himself in face to face to face with the Australian aborigine most probably the man eating tribe of Western Australia. So, this aborigine the other character the other one who will be

participating in the role play, this aborigine appears to be somewhat hostile and the point is that he might harm you in the sense of he might eat you because he is a man eater.

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Face to face with a man-eater... (Activity 1 - cont)

The aborigine appears to be somewhat hostile. He might harm you. He might be dreaming of cooking and eating you with his friends. Reassure him that you are harmless and that you are not carrying any guns. Impress on him that you've had a shipwreck. Tell him that you are from a small village in India, that you have two elderly parents and four children to look after. If he doesn't turn violent, tell him that you are thirsty and hungry.

Could he give you some water and fruits? You are a vegetarian.

So let him know that you can't eat meat or fish.

swam

So, he might be dreaming of cooking and eating you with his friends, and the situation which you have to role play is to reassure him that you are harmless and you will not be shooting him because you do not have any guns. You have to impress on the aborigine the man eater Australian aborigine that, you are from a small village in India and you have two elderly parents and you have some children to take care of.

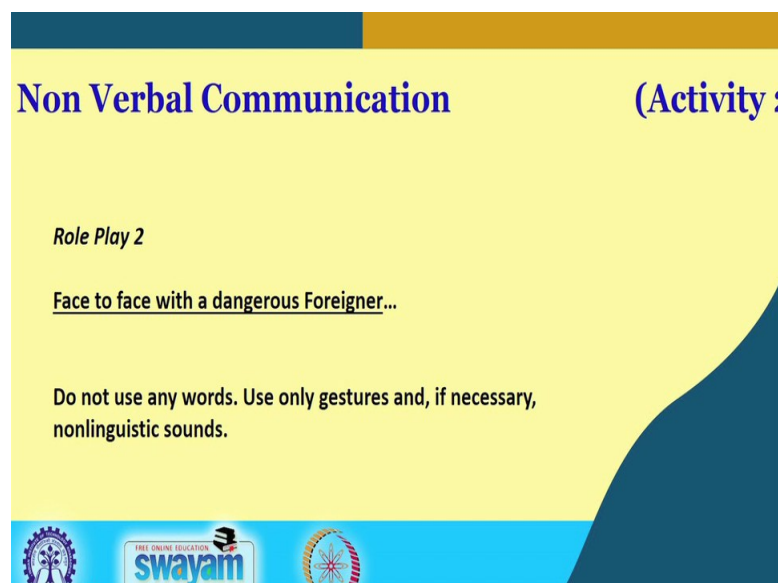
This has to be done only through gestures and non-linguistic words. You also have to tell him that you are a vegetarian, and in case if you want that the other the Australian aborigine man eater should not turn violent or you would not like him to eat you up gobble you. Then you have to tell him that you instead are thirsty and hungry and you would be requesting for some water and fruits because you are a vegetarian.

So, this would kind of impress him or her that he would not be eating you up and this entire activity is to be done without using any words except for some non-linguistic sounds, non sequitur and if necessary; I think that would be enough to explain the situation. So, let us have two volunteers for this short activity, we will take 5 minutes for this activity come very good. We have with us Mr Thitha Nandi in the role of man-eater and Miss Varsha in the role of the Indian sailor who has been shipwrecked. So, the man eater is the Australian aborigine Tirtha Nandi.

So, we begin.

Hello friends. So, we have back again with the second activity in this lab class on body language, and this is a role play which will be enacted by Mr. Anupam Khan and Mr. Hahim Ali MHRM first year students from the Department of Humanities and Social Sciences, IIT Kharagpur. So, this role play is, I will just give you a brief outline of what they are going to do. They are going to do it non-verbally. I mean entirely body language no sounds also.

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Non Verbal Communication (Activity :)

Role Play 2

Face to face with a dangerous Foreigner...

Do not use any words. Use only gestures and, if necessary, nonlinguistic sounds.

swayam

The title of this activity is the face to face with a dangerous foreigner and I have taken it from the book Business Communication Strategies by M.M Monippally of IIM Ahmedabad.

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Face to face with a dangerous Foreigner...
(Activity 2)

Role Play 2

You are an aborigine living on the western coast of Australia. This morning as you come out to fish in the shallow waters of the sea, you find a dangerous looking man lying on the beach. He is neither white nor black but somewhat brown. He is not from your part of the world. Now he is getting up and looking at you.

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So, the situation is like this that this aborigine living on the western cost of Australia. And this morning as you come out to fish in the shallow waters of sea, you that is Hasim Ali finds a dangerous looking man that is Anupam Dash lying on the beach. He is neither black nor white, but somewhat brown. He is not from your part of the world and now he is getting up and looking at you.

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Face to face with a dangerous Foreigner...
(Activity 2 - contd.)

Hang on and find out what he is like. Use only gestures and, if necessary, non-linguistic sounds. He can't make sense of your words. More than anything else, be careful. Don't be too friendly. Ask him to get away before he gets into trouble. He may have one of those weapons that send out fire and smoke with a big sound. He might kill you if he stays on.

You can never trust these foreigners. Don't smile or show friendliness until you are sure his intentions are good and that he has no weapons.

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Hang on and find out what he is like. Use only gestures and if necessary non-linguistic sounds. He cannot make sense of your words. More than anything else be careful do not

be too friendly. Ask him to get away before he gets into trouble. He may even have one of those weapons that send out fire and smoke with a big sound. He might kill you if he stays on. You can never trust these foreigners. Do not smile or show friendliness until you are sure his intentions are good and he has no weapons.

So over to Hashim and Anupam Das.

The two activities we have for topic number 2 in this module second practice session 1 lecture 15 is the first one on gone with the wind. The situation where you have the foreign returned son highly educated well placed with the good company in America returning to India to his village in Andhra Pradesh or Tamil Nadu perhaps, and try to talk with his age old orthodox conventional father in law father sorry about his desire to marry a black American lady. Gone with the wind this is the third activity and the fourth and last activity in this practice session, lab 15 is titled on the roads and we have already described this to you. So, let us have good time now, welcome back to the course once again.

Hello, everyone my name is Shrinivas and he is my father Satyanarayan. He belongs to a middleclass Brahmin family from Andhra Pradesh. I have 3 sisters, he is reserved and conservative person. Now during my B Tech I wanted to pursue my MS from America, we were financially weak and you he took a loan of 1 million. Now he is in debt of 1 million, he wants me to marry a girl from Andhra Pradesh who will give me the dowry of 7 to 8 millions. Actually he has a list of girls from Andhra Pradesh that will give me the dowry. Today I will confront him and I will confess him that I am in love, I am in love with some other girl and let us see his reaction to it

He is my son Srinivasan and I send him to a convent school and he has done schooling from there. And, after that I sent him Madras IIT and from his earlier days of childhood he is really brilliant student and after completing his degree in Madras IIT, he was sent to US. And, he pursued his study there. Now he is in a multinational company and he is doing his job as a project leader of a cab project and he is for the last 5 years, he is living in California. And his mood got changed, previously he was very obedient, he was very nice guy.

And, but later I got some change for the last one and half year I am facing the change. Previously he used to call the home. He used to call his mom, me and all the family

members. He used to send money regularly, but later he got decayed and he reduced the number of calls. And, now he does not even send the money, he does not even think the family. And now I want to talk to him that what is the reason behind these and I have to dig more about this.

So, dear how are you?

Hey dad I wanted to discuss something really important to you.

Yeah, I am also some discussing to share for you.

Actually there is this girl.

Ok.

Caroline. Actually I met her few years back and actually fell in love with each other, and I am thinking to marry her.

She is actually from American and she is a divorcee, but somehow we fell in love with each other. So, I want to marry I am really sorry, that I would not be able to marry the girl of your choice.

So, is it the reason that for which you are not caring your family for one last one and half year? Is it the reason you are not caring your family, you are not even calling us see or you are not sending the money is it the reason?

I have been spending lot of time with her, but we do not live together there I have been a lot of work that I have been doing, that was the reason I was not able to call you.

So, now you are showing the excuses of your work right anyway so, you should be busy because you are in a such big post. Now before saying these, did not you think about a society about our childhood days about our culture did not, you forgot everything?

Dad she is ready to convert into Hinduism and we are all ready to get married now.

So, you are saying me it or you are taking the permission from your guardian (Refer Time: 23:07). You are saying me you have already decided to marry her and you are saying me it, what is the necessity of it?

No dad we need your permission now, how can we marry?

The way you are saying you have already decided. Just the way you are saying it looks you are already decision you have already decided.

No dad I just wanted to confront you; I just wanted to tell you that we are deeply in love with each other and I do not see anyone filling her spot.

Ok.

So, I really want to marry her.

I am not saying that you should not love, but before these you will marry her and you will fly to US and can you imagine after that what will happen, can we stay in this place? What will the colony people say, what will the all our neighbor say? We cannot go outside of our home, please dear please try to understand the thing. Modern we are becoming modern it is good, but you should not be so modern that your some activity will hamper the image of our family.

Papa why are you thinking about society?

Because man is a social animal, you have you cannot go out of the society.

I think you should.

Do you (Refer Time: 24:11).

You should more think about me than the society.

No, I am.

I am your son.

I am also thinking for you then I am seen the light of universe more of than you, I much experienced, you are just floating my dear. Please try to land over the realm of mundane(Refer Time: 24:26) think practically then you can understand.

You are not thinking about me dad.

Ok you take time and whatever I am saying that the girl I choose and also in the concern of your mom, please keep faith on us dear. Please keep faith.

But I would not be able to live with her and I would not be able to be happy with her then what is the point in marrying some random girl?

So, but still you think yourself in take time for today or a couple of days you take, and you think about that and I will make conversation a girl I choosed. This girl is also very good, you first talk to her then we will discuss the matter once again.

Sure, dad sure.

Then discuss.

Definitely.

I will be speak to you.

So, we have now the last 2 minute activity in this video lecture number 16th 15 sorry. And, the objective of this activity is to display the different attitudes between a typical westerner and a typical Indian with reference to observing traffic rules. And we remember that one aspect of nonverbal communication is time or chronemics. This activity is related to that if we recollect what we have been going through in the earlier video lecture on nonverbal communication, the westerner normally values time he or she respects time.

Punctuality is in their genes we can say like that you know gently speaking, but if you come to our side of the world in the eastern part of the world let say the Asian countries and the South Asian countries, we do not that much respect or value time. In fact, sometimes you will observe that people come late only to show that they are important. And it has also been since I was just telling in the lecture in the morning today in the recorded lecture that, in the Indian context or in this part of the world when there is an official formal meeting going on, the chairperson himself or herself will be talking about xyz some social some chit chat before coming to the main agenda for discussion.

So, this activity is against this kind of background, the respect we have for time and how diligent we are as far as the observance of traffic rules are concerned. So, the scenario is

like this. It is a situation which is on the road and you see it day in and day out, let say we have a fictitious character his name is Mr. ABC, and he is driving a car in a big city. The time is about 2 AM you can very well understand that the traffic would be less at that point of the time in the night late night. As he reaches the cross roads his traffic light turns red. Absolutely no traffic in any direction and you know in such a situation it would be our tendency to do generally what is not to be done, because there is nobody to observe; who bothers about CCTV nowadays know.

So, any way let us see what is my question to you is, what is he likely to do? A; if he is a typical American and why? And B, the second aspect let us just imagine ourselves in a situation where we imagine this Mr. ABC to be a typical Indian and what he would do in such situations, in this situation? In this scenario there are three options which he would do. The first is he would cross the road, there is no traffic in any direction and no traffic police either.

The option B the second one is he would wait till the light turns green, because the red traffic light is in fact, a red traffic light it is a deterrent it says no stop where you are. It is not a question of whether there is traffic or not red is red and red means red. C, the third option which we have is he will stop, check and crossed carefully. If he is only if he is absolutely sure that there is no traffic from any direction, it is ok to jump the red light. So, the floor is yours anyone Varsha and Tirtho will do it ha.

If he is a typical Indian, I think he will cross the road because Indians generally I mean they just see once here and there and they will see that if there is no traffic I mean even if there is traffic it is very common to jump traffic signals. So, when there is no traffic, I think there is no question of waiting. So, they will cross the road. If the drivers are typical American, what I feel is that Americans they I mean give value to rules and procedures, though they give value to time also, but they do give value to rules and procedures.

So, since red means red and red means stopping. I think they will still stop and wait for the signal to turn green before they proceed.

I do not think that concept of actually stopping for a red light applies or is actually relevant for any Indians because nobody will actually. And as per an American I do not think like just because they are from a different country it they are going to be you know

held to a higher standard or they are going to confirm to rules just because they are come from different country. Unless of course, there is a CCTV surveillance which is almost unheard of in India, the mostly they are going to jump the red light so, matter for the situation.

Good.

So, you see that as far as this is important aspect of time, you know that as per as non-verbal communication is concerned even odors body odors are part of the workplace environment, nonverbal messages are passed through body odors. In our side of the world it is considered as if to give your breath of to others is considered normal.. But in the western workplace you have this idea of perfuming or applying deo or spray before you enter the office or workplace, irrespective of whether you have of taking a bath or not. Now apart from that small diversion again we come to what we have heard Varsha and Tirtho speak on the matter.

So, incidentally a typical American will value not only time, but rules and procedures. Also remember the fact that in the west traffic penalties for such violations are quite high. So, they will take that into consideration whereas as they have said the Indian would like to jump the rules or jump the traffic or break the rules because, of the fact that nobody is watching and everybody is in a hurry; when it comes to the traffic signal everybody comes in a great hurry.

So, do not take it otherwise, but I feel if I have to speak my mind that when it comes to the workplace, we are very casual and not very committed to spending time wisely and profoundly and being totally committed to the time which has been spent, but when it comes to just crossing a signal, we become very short on time. And everybody is in a great hurry, if you see in India at whether it is a metro city or a *mofussil* town, everybody is in a great hurry when it comes to four point inter sections.

So, we will conclude this lecture. Thank you, for your co-operation and thank you for your active participation, may god bless you and we will meet again very soon.

Thank you once again.