

Analyzing dialogue

To identify the ethnic and cultural differences and conflicts in a dialogue.

Aim: To identify the ethnic and cultural differences and conflicts in a dialogue.

Positions of experiences

Seen as an analytical tool, positions of experiences gives: 1) an awareness of how different positions are crucial to the interpretation of the communication, 2) a reflection that persons in intercultural communication always have different opportunities to give different positions of themselves. 3) The tool focuses upon the individual differences, but is interconnected with structural differences. In the case of intercultural communication, ethnic background always is a part of a person's experience, but the actual role played in the communication is negotiated with other relations.

Possible questions:

- How are 'the others' described?
- How do the description and interpretation of the others tell us something about our own values?
- Is something seen as obviously right?
- Is an explicit value expressed?
- Is it taken for granted that some actions are rational? (Jensen 2002)

Cultural presuppositions Analyzing 'Cultural presuppositions' can be used to create awareness about the ordinary process that people outside our own social community often are characterised (negatively) on the basis of our own values.

Possible questions:

- What cultural communities does the actor identify with?
- Does the actor identify him – or herself as distinct from other cultural communities?

- Does the actor idealise his or her own cultural community?

Cultural self-perception The analytical goal of this tool is to gain access to the ways in which the actors understand their own cultural communities.

Possible questions:

- What cultural communities does the actor identify with?
- Does the actor identify him- or herself as distinct from other cultural communities?
- Does the actor idealise his or her own cultural community?

Cultural fix points In relation to intercultural communication the aim of the 'cultural fixpoints' is to identify some patterns in the conflicts that are characteristic of given periods.

Possible questions:

- What topics provoke emotional statements?
- Is it possible to identify a point of disagreement?

Discussion Where in the conversation do you find examples of negotiation, conflicts and adjustments?