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Nota di contenuto	Front matter -- Contents -- Foreword -- Acknowledgements -- Transcribing Symbols -- 1. Introduction -- 2. The Data -- 3. Cultural Value Systems: An Overview of the Literature -- 4. Data Analysis: Cultural Values Reflected in the Discourse -- 5. Communication Styles: An Overview of the Literature -- 6. Data Analysis: Discourse Organisation and Rhetorical Strategies -- 7. Data Analysis: Turn-Taking Patterns & the Distribution of Talk -- 8. Data Analysis: Assertiveness, Disagreement and Conflict -- 9. Developing Communicative Competencies -- 10. Conclusion -- Appendix 1: The Participants -- Appendix 2: Problems -- Appendix 3: Training: Methods and Materials -- Appendix 4: Explanations for Exercise 2 -- Appendix 5: Explanations of Case Studies: Exercise 5 -- Appendix 6: Explanations of Non-Verbal Behaviour: Exercise 6 -- References -- Index
Sommario/riassunto	This book examines the influence of cultural values and communication styles on intercultural communication and demonstrates how training can develop intercultural communication competencies. A large number of interactions between well-educated immigrants from all continents and from more than a hundred countries, together with some including

native speakers, are examined and participants' answers to questionnaires compared with their actual communicative behaviour. The author raises questions of interest to many groups: linguists, educators, business people and sociologists. Which values are most salient and enduring, and which cause clashes between cultural groups? To what extent do people retain the communication style identified with their first language and how do these different styles impact on others?
