Global Perspective: Capture, Clarify, Confirm

If you are a manager anywhere in the world, you are almost certainly dealing with people of nationalities and cultures different from your own. As you become aware of cultural differences, you can learn how to adapt your communication style to enhance your effectiveness. Following are three practical tips to ensure better cross-cultural communications:

- **Capture**: In order to avoid misunderstandings, injured feelings, and confusion, focus fully on the conversation. Capture what is said and refer to your knowledge about other cultures to make meaning.

- **Clarify**: If you aren’t completely sure that you have understood what the other person is saying, look for nonverbal cues to explain the message. Alternatively, you can ask a knowledgeable insider to check your understanding.

- **Confirm**: In order to make sure the other person has understood you, give him or her an opportunity to paraphrase or clarify what you have said. You might want to write down your message or schedule a short follow-up conversation to repeat, in a different way, your original message.