



INTERCULTURAL COMMUNICATION IN THE GLOBAL WORKPLACE

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ABSTRACT

Intercultural communication in workplaces around the world is a complex and multifaceted task that requires a holistic approach. By integrating knowledge of language personalities, beliefs, values, and personality traits, individuals can navigate cultural differences with greater awareness, sensitivity, and effectiveness. The purpose of this article is to provide information about intercultural communication in the workplace around the world and to provide insight into how language users can behave confidently in these settings. This article explains the above factors and promoting inclusion so individuals and organizations can build bridges between cultures, increase collaboration, and create a more harmonious and productive global work environment.

In today's interconnected world, the ability to communicate effectively and overcome cultural differences is important because of the exchange of information and ideas between people of different cultural backgrounds, is fundamental to promoting harmonious relationships, achieving success in a multicultural environment, and building a more globally connected society. Managing cross-cultural communication in workplaces around the world requires a serious approach that balances language, cultural intelligence and personality. By understanding linguistic personality, developing cultural competence, recognizing beliefs and values, and considering how personality traits influence CI (cultural intelligence) and ICC (intercultural communication competence), individuals can effectively overcome cultural differences. (1)

One of the key aspects of intercultural communication is linguistic personality, the combination of language use, communication style and social behavior that characterizes an individual. It plays a significant role in how messages are interpreted, how relationships are built, and how cultural norms are perceived. For example, a person with a direct communication style in one culture may be perceived as assertive or even rude in another. Understanding your linguistic personality and adapting it to different cultural contexts is critical to successful communication. (2)

Cultural competence is also an effective intercultural communication skill. This involves having the knowledge, skills and attitude to interact

respectfully and sensitively with people from different cultures. Personality traits significantly influence cultural competence by influencing how people approach and adapt to different cultural situations. By developing cultural competence, people can navigate cultural differences with empathy and understanding, building bridges between cultures. Beliefs and values shape intercultural interactions, influencing perceptions, attitudes, and behavior. Understanding the cultural beliefs and values of others is essential for effective communication and relationship building. Cultural aspects such as power distance, individualism-collectivism, and uncertainty avoidance play a key role in shaping these beliefs and values. By recognizing and respecting the beliefs and values of others, people promote trust, mutual understanding and open communication. (3)

Correspondingly, personality traits play a vital role in cultural intelligence (CI) and intercultural communication competence (ICC). Research has found correlations between specific personality traits and higher CI and ICC (Bücker, 2014). For example, people with high openness to experience tend to be more adaptable and interested in different cultural practices, which increases their CI. According to a research conducted in Malaysia, extroverted, open and compatible people create more intercultural communication (Ramalu, 2010). Likewise, people with high emotional intelligence demonstrate better empathy and communication skills in cross-cultural interactions, which contributes to the development of their ICC. (4) In business, understanding linguistic personalities, cultural competence, and beliefs can bridge the communication gap between international teams and facilitate successful collaboration. In diplomacy, cross-cultural communication skills enable diplomats to negotiate agreements, gain the trust of foreign dignitaries, and effectively represent their country. In education, promoting intercultural communication among students creates a more inclusive and culturally diverse learning environment. These ideas have practical implications for individuals and organizations seeking to improve cross-cultural communication in workplaces around the world:

- Individuals: By developing cultural awareness, respecting diversity, and adapting communication styles, individuals can build stronger relationships and collaborate more effectively with colleagues from different cultures.
- Organizations: By promoting a culture of inclusion, providing intercultural communication skills training, and valuing diverse perspectives, organizations can create an environment where employees feel supported and empowered to engage in effective intercultural communication. (5)

In conclusion, through open communication, mutual respect and a willingness to learn, we can create a harmonious global community where cultural diversity is celebrated and used for the benefit of all. Once again, mentioning some necessary values in intercultural communication will help individuals communicate more effectively and without negative consequences:

- Linguistic individuals shape communication styles, preferences, and expectations, influencing how messages are interpreted and relationships are built in cross-cultural contexts.
- Cultural competence includes the knowledge, skills, and attitudes needed to interact effectively with people from different cultural backgrounds.
- Beliefs and values play an important role in shaping beliefs, attitudes and behavior,

and understanding these cultural aspects is critical to effective communication.

- Personality traits influence cultural intelligence and competence in intercultural communication, with certain traits promoting adaptability, empathy, and effective communication in intercultural interactions.

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