Ann Riley is an early childhood special education teacher. She is meeting today with Mr. X, the father of a three-year-old child in her classroom. Anne and Mr. X have very different cultural backgrounds, and Anne wants to facilitate effective cross-cultural communication in their meeting. When Mr. X arrives at the school for their meeting, Anne greets him warmly and shakes his hand. She has set up several chairs around her desk, and gestures for Mr. X to take a seat. Anne wants Mr. X to feel comfortable with the amount of physical space between them, and follows his lead in sharing space. Anne has also learned that in Mr. X’s culture, direct eye contact is considered a sign of respect. She looks directly at Mr. X as they introduce themselves, and continues to maintain strong eye contact throughout the meeting. However, Mr. X often averts his eyes when she is talking, and seems uncomfortable when she looks at him. Anne asks Mr. X many questions about his daughter. Mr. X continues to avert his eyes and appears uncomfortable. He gives very brief replies to Anne’s questions. After Mr. X leaves, Anne wonders how she might have communicated more effectively to ensure a more productive meeting.

1. Reflecting upon what you learned in the lesson, identify different aspects of communication that played a role in Anne’s meeting with Mr. X.

2. Describe several ways in which Anne facilitated effective cross-cultural communication during the meeting.
**EC-K3:** Awareness of health care providers, social services and other resources available in the community to assist families

**EC-K4:** Understanding of the paraprofessional’s role in enhancing interactions between parent(s) and child by using and demonstrating effective techniques and materials to stimulate cognitive, physical, social and speech/language development under the direction of a licensed professional.

**EC-S4:** Ability to communicate and work effectively with parents, primary caregivers, and education team (IFSP, IIIP, and IEP) members to meet the needs of the child and family.

3. What could Anne have done differently to facilitate better cross-cultural communication with Mr. X?

4. What could Anne do to promote more productive meetings with Mr. X in the future?