

# HANDOUT A

## Vocabulary Worksheet

-Source: <http://archive.elca.org/globalmission/welcomeforward>

Learning a few words in the language of your companion can help foster communication. Below are some useful words and phrases. Ask someone who speaks the language of the country to help you translate the phrases.

Please \_\_\_\_\_

Thank you \_\_\_\_\_

Hello \_\_\_\_\_

Good bye \_\_\_\_\_

I'm pleased to meet you \_\_\_\_\_

Good morning \_\_\_\_\_

Good evening \_\_\_\_\_

Good night \_\_\_\_\_

God bless you \_\_\_\_\_

God be with you \_\_\_\_\_

Peace be with you \_\_\_\_\_

Breakfast \_\_\_\_\_

Lunch \_\_\_\_\_

Dinner/supper \_\_\_\_\_

Where is the restroom? \_\_\_\_\_

How much does this cost? \_\_\_\_\_

Very nice (general compliment) \_\_\_\_\_

Where is the church? \_\_\_\_\_

... the hotel? \_\_\_\_\_

... the bus? \_\_\_\_\_

... the market? \_\_\_\_\_

## HANDOUT B

# Accompaniment Kyrie

**Leader:** As you walked in the Garden with Adam and Eve,  
**People:** Accompany us, O Lord.

**Leader:** As you watched Jacob walk to meet his brother Esau,  
**People:** Accompany us, O Lord.

**Leader:** As you led your people through the desert with a pillar of fire,  
**People:** Accompany us, O Lord.

**Leader:** As you inspired Ruth to faithfully follow Naomi,  
**People:** Accompany us, O Lord.

**Leader:** As you walked with your disciples, healing and preaching,  
**People:** Accompany us, O Lord.

**Leader:** As you joined Cleopas and his companion on the road to Emmaus,  
**People:** Accompany us, O Lord.

**Leader:** As you traveled with Paul and Timothy on their missionary journeys,  
**People:** Accompany us, O Lord.

**All:** Amen.

## HANDOUT C

# Cross-cultural Relationships

–Roberto Chené, *Intercultural Community Leadership Project*

1. Peerness should be the principal characteristic of our interaction with those different from us. Each human being is valid and should be actively affirmed by others.
2. We should be willing “to get to know each other.” This relationship process cannot be rushed. It is at the heart of establishing trust.
3. Expect some distrust until you have had time to establish your credibility. This will usually involve action, not just words.
4. Each of us should take full pride in our cultural identity and expect to be fully validated for who we are. We should want others to feel the same about themselves and learn to validate them.
5. Each of us should expect to cooperate with others, not feel that we or they have to accommodate or deny part of who we are for the sake of the interaction.
6. We should be fully aware of the various ways in which society excludes and discriminates against some members. We cannot be naïve about the realities of our social context.
7. When it occurs, we should admit to ourselves that we are afraid of those who are different from us. At times it is appropriate to admit this to others.
8. We should expect to make mistakes in cross-cultural relating. It helps to be able to say, “I’m sorry.”
9. We should not expect to have attention for this work if we have not taken care of nourishing our own support system.
10. It is important to consciously develop ally relationships with people from our culture. We need friendships.
11. We need to be able to share our history and ask them for theirs.
12. Periodically feeling like a failure is part of the process. There will inevitably be mistakes as we relate across differences.
13. Be able to articulate how cross-cultural relationships are in your self-interest.
14. Strive to understand just how you may have been taught to have biased feelings and attitudes toward others.
15. Acquire as much accurate information about other people as you possibly can.
16. Any effective relationship needs to have at its roots a sense of personal empowerment and self-confidence.

## HANDOUT D

# Cultural Norms Worksheet

–Source: <http://archive.elca.org/globalmission/welcomeforward>

What are the main food staples? \_\_\_\_\_

What kind of dress is customary? \_\_\_\_\_

What languages are spoken? \_\_\_\_\_

What holidays are celebrated? \_\_\_\_\_

Are there other specific customs that may be unfamiliar? \_\_\_\_\_

How do people regard physical proximity? \_\_\_\_\_

In what situations is behavior formal or informal? \_\_\_\_\_

To what extent are openness and confrontation valued? \_\_\_\_\_

With whom is it best to be discreet and polite? \_\_\_\_\_

What are the established roles for men? For women? \_\_\_\_\_

How do the genders relate to one another? \_\_\_\_\_

What is the concept of time? \_\_\_\_\_

What role does tradition play? \_\_\_\_\_

Is the orientation more towards immediate conditions or the future? \_\_\_\_\_

To whom, from whom and how is respect shown? \_\_\_\_\_

What are the local definitions of honor and dignity? \_\_\_\_\_

## HANDOUT E

# A Code of Ethics for Tourists

—First issued in 1975 by the Christian Conference of Asia

Travel in a spirit of humility and with a genuine desire to learn more about the people of your host country.

Be sensitive to the feelings of other people, thus preventing what might be offensive behavior on your part. This applies to photography as well.

Cultivate the habit of listening and observing, rather than merely hearing and seeing.

Realize that often the people in the country you visit have time concepts and thought patterns different from your own; this does not make them inferior, only different.

Instead of looking for that beach paradise, discover the enrichment of seeing a different way of life through other eyes.

Acquaint yourself with local customs. What is courteous in one country may be quite the reverse in another. People will be happy to help you.

Instead of the practice of knowing all the answers, cultivate the habit of asking questions.

Remember that you are only one of the thousands of tourists visiting this country, and do not expect special privileges.

If you really want your experience to be a “home away from home,” it is foolish to waste time and money on traveling.

When you are shopping, remember that the bargain you obtain is only possible because of the low wages paid to the maker.

Do not make promises to people in your host country unless you are certain you can carry them through.

Spend time reflecting on your daily experiences in an attempt to deepen your understanding. It has been said that what enriches you may rob and violate others.

## HANDOUT F

# Team Member Roles

### **First aid organizer/giver**

This person is aware of participants' medical conditions and gives first aid attention if necessary. Medical knowledge, including CPR and the Heimlich maneuver, would be helpful. He/she should assemble two small first aid kits, packed in different suitcases, containing:

- Band-Aids®;
- Ace® bandages;
- heat/cold packs;
- analgesics;
- decongestants;
- fever reducers;
- Pepto-Bismol®;
- antidiarrheal medicine;
- antibacterial ointments;
- laxatives;
- antihistamines;
- sunburn relief;
- sterile syringes, for use in medical emergency;
- gloves; and
- Epipen® (antidote for bee sting).

### **Gift coordinator**

Lists and coordinates group gifts for local hosts: small or handmade gifts symbolic of the synod or area, or an expression of Christian fellowship, such as books, music,

banners or recordings. Pack in several suitcases.

### **Photographer**

Takes photos on behalf of group so that eight people don't try to get the same shot. Consider two photographers, one with a conventional camera and one with a digital camera, for a variety of media presentations upon return. On site visits, this person should ask local leaders for permission to take photos *before* anyone begins snapping.

### **Name and note taker**

Records, with correct spelling, the names and titles of people who make presentations to your group during the trip—a detail that is often overlooked and is difficult to reconstruct later. Notes addresses as well, for sending thank you notes after the trip.

### **Telephone/e-mail tree person**

Phones or e-mails home when communication is available, initiating a phone tree to contact the families of other travelers. This is especially important if traveling to places where unrest may leave families at home anxious.

# HANDOUT G

## Journaling Worksheet

–Source: <http://archive.elca.org/globalmission/welcomeforward>.

### Use your journal to:

- capture impressions of the journey;
- process the experience as it happens; and
- remember the experience when it is over.

### Observe and record

Include details that capture the breadth of your experience: who you meet; what you see and do; what everything looked like.

### Feel

Feelings can serve as a barometer by alerting you to what's going on and can help you understand your reaction to a situation. They also help you clarify your expectations. What's hard? Hurtful? Challenging? Joyful?

### Link observation and feelings about crossing cultures

A good way to process cross-cultural settings, recommended by L. Robert Kohls, is to divide the journal page into two columns:

#### 1. Observation/description

On this side of the journal, describe what you saw. Anything that strikes you as different, funny, weird, sad, and so forth is appropriate. Feelings, emotions, judgments should not be expressed on this side. Just stick to the facts.

#### 2. Opinion/analysis

On this side of the journal, describe your thoughts, feelings, and so on about the event. Then try to analyze why you feel this way. What in your cultural makeup may be affecting what you feel? How is that different from whatever values or assumptions may be at work in the new culture?

### Interpret

Capture meditations that allow a pattern of meaning to emerge.

- What about this experience is particular, that is, has to do with you who you are, what you intended?
- What has to do with objects, people and causes in the world?

### Reflect

How does this experience fit into your life story? What is its meaning for you? What makes this experience uniquely yours? What makes it universal? How does this experience help you understand your life as a person of faith, and to what does God call you in relation to it? What did you learn? What did you use from your education in the midst of the experience?

### Reread

Reread your journal entries once or twice during your trip. If more time in the country has changed or deepened your impressions, make notes. Save space for more entries when you return home. Reread your entries again, and write new ones about your feelings and observations now that the trip is over. What ideas were challenged? Questions answered? Hypotheses confirmed? Highlight or circle important passages you want to reread later. Use another color ink to make notes on your entries in the margins. Number the pages and, on a blank page, create an index ("p. 20: Tuesday, October 2; visit to Iglesia San Juan and lunch with parishioners").

### Things to include

- Notes from speakers, including time, date, names and places;
- Specific quotes you hear;
- Day-to-day agenda;
- Sights, sounds and smells that you are experiencing;
- Questions that arise;
- Experiences that happen outside the formal agenda;
- Stories, poems, sketches;
- Dreams;

- Hopes and visions you have for the people you meet and your loved ones back home; and
- Commitments you make to yourself or others, especially as they relate to your life back home.

**Make it easy**

Don't worry about grammar or even complete sentences. A list of sounds and smells or a couple of phrases can capture the feelings of the moment.

**Start now**

Before you leave, answer these questions in your journal:

- Why am I taking this journey?
- What am I anticipating most about this journey?
- What are my fears?

- What questions and concerns do my family and friends have?
- What are my key questions?
- When did I have a "journey" experience in the past?
- What was the effect of that experience on my life?
- What does that experience tell me about preparing for the upcoming journey?
- Who are some of the people I wish could accompany me on this journey? Have I told them? What are some ways in which they can accompany me?
- How will my faith affect my attitude as I travel to a culture very different from my own?

Put your name and address in your journal, so it can be returned if it is lost.



## HANDOUT H

# Receiving International Visitors

Welcoming visitors is at the heart of *receiving*—that part of accompaniment in which we graciously receive gifts from others. When we open our lives and homes to offer hospitality to others, we create a space where gifts can be exchanged.

As you and your congregation prepare for your visitors, remember: our countries and our cultures are different. It's important for all participants in the exchange to be sensitive and flexible with one another as the gifts of our cultures are revealed.

### PREPARING FOR THE VISIT

#### Read about your guest

Learn all you can about your guest before he or she arrives: name, age, home town, birthplace and other background information. Special needs—diet, transportation, disability issues, and so forth—should also be listed in his or her profile.

#### Sample the culture

Try to learn a little about your guest's culture and foods. Read a book or see a movie from your guest's culture. And try to learn a few words of welcome in your guest's language!

#### Remember your own experiences

If you have traveled outside the U.S., recall what it is like to visit a different country. (If you haven't, imagine it! Or talk to someone who has traveled outside of the U.S.) What was a help to you, the last time you were in a new place for an extended period of time? Use your memory to make your guest's visit more comfortable. When your guest arrives, find out about his or her trips outside his/her country. What is it like for them?

### WELCOMING YOUR GUEST

If it is your job to meet your guest at the airport, arrange a meeting place, be on time and bring a sign with his or her name to make yourself easy to identify. At your first

meal, pray a prayer of thanksgiving for your guest's safe arrival.

Offer your guests a gift on arrival *and* departure. A gift at the beginning of the visit may be something that will help during their visit—a journal, writing materials or a book about your region. On departure, give something more meaningful, as you will know them better.

Gifts don't need to be expensive; in fact, expensive gifts may put a burden on the visitor to give a valuable gift in return. Look for something made locally. T-shirts or photo albums of the visit can also make great gifts. Think twice about objects that are heavy or fragile—they may have a long way to travel.

The best gift is to keep in touch after the visit. Write letters or exchange e-mail messages. Keeping in touch not only reminds your visitors that you are thinking of them, but helps synodical members and congregations retain some of the vitality of the visit.

#### Introduce your guest to household routines

Make a list of household guidelines that will help make your guests more comfortable (sleeping arrangements, wake up time, using the bathroom, kitchen, laundry, TV and so on). Introduce your guests to the routines of the household and encourage them to ask questions if they are unsure about something. Go slowly as guests may be worried about their English ability at this point. Let your guests know what they are expected to do and not do around the house. Introduce your guest to any ritual activities (such as saying grace at meal times) that may be part of your daily life in the home.

#### Address food concerns

Sharing a meal can be one of the highlights of the visit ... and a difficult transition for internationals who have never been to the U.S. before. Think back to your first

experiences with international cuisine. If you have lived abroad, did you miss the food that you grew up with? Be sensitive to different palates and try to gauge what your guests may or may not want.

Encourage the guest to state food preferences. Don't push food on the guest, either in amount or kind. But do try to proceed as normally as possible, sharing your customary diet with visitors. Most guests will be curious about food and will be glad to try a new dish.

While guests should be willing to try the food in your home, please have some basic staples, such as rice, available for the guests. Their bodies may not be accustomed to the wide range of rich foods found in the U.S. Offer them the opportunity to prepare something for themselves if they want. It's a good idea to locate a grocery store that stocks food from the guest's home location, in case he or she misses something or wants to cook for you. Go shopping together so that they can pick out something they might want to eat. Some people may be shy about voicing their likes and dislikes, while others may be quite vocal!

### **Listen**

After arriving, your guest may be overwhelmed with the stimulus of being in a new place. Your efforts to reach out in helpful ways during this time will go a long way in establishing a mutually rewarding friendship. Ask frequently and personally if your guest needs something. Guests may feel shy about asking for anything or asking "silly questions," but they may have questions about your city/town, the U.S. and about life in general here.

### **GETTING ALONG WITH YOUR GUEST**

#### **Cultural and personality differences**

Recognize that everyone has a different personality. Some international guests will be outgoing, others shy. Some will have considerable experience abroad; for others, this will be their first international visit. It may take time to know your guest well. Be patient and consistent. Remember that your guest is coming from a very different cultural background and may have some initial

trouble adapting to life in the U.S. Be open and enjoy the diversity of opinions, cultural customs, food and habits. You may be surprised by your reactions to some of these differences. Ask your guest if he or she is surprised by anything here in the U.S.

#### **Avoid judgment**

All of us tend to evaluate behavior that is different from what we are used to. It may strike us as too much, too little, good, wrong, rude, and so on. Resist the temptation to make judgments! Try observing the behavior and asking questions instead.

### **COMMUNICATING WITH YOUR GUEST**

Communicating can be difficult—even between two people of the same culture who speak the same language. The possibilities for misunderstanding multiply when people are from different cultures and speak different languages! Your guest may not understand what you are saying; you may not understand what your guest means. Keep these guidelines in mind:

- Make no assumptions about what your guest expects, what they know or what they have understood: **ask**. For example, don't assume that silence means the guest has not understood you. Maybe they are waiting for you to finish or thinking about an answer; maybe, in their culture, it is impolite to jump right in with an answer, the way we do.
- Encourage your guest to approach you about anything they do not understand.
- Pay attention to non-verbal cues—the "unspoken message" conveyed by eye contact, arms and legs, silences, nods. Some say 80% of communication is non-verbal, especially at the beginning of the conversation. Tone of voice and facial expressions are important clues too.
- Remember that under conditions of high anxiety or fatigue communication effectiveness decreases drastically. Do not overload your guest with information upon arrival. Give them a day or two to settle in.
- Keep in mind that trying to communicate in a foreign language all the time can be exhausting, and be patient with your guest and yourself.

- Know your own limitations and biases, and be open to cultural differences. Self-awareness and awareness of your own culture is essential.

### Conversing

Follow these suggestions for better communication:

- Start slowly until you can gauge your guest's comfort level with English.
- Speak clearly and a little more slowly than usual. Avoid exaggerating and speaking broken English.
- Give instructions in simple language and ask the guest to tell you what he/she understood. Avoid asking, "Do you understand?" as the answer will always be yes, even if they have not understood!
- North American culture is characterized by indirect and euphemistic communication. Use very explicit, direct questions, not relying on such things as tone of voice and the guest inferring what you mean. State your assumptions.
- Expect some awkward silences in the conversation and don't expect to fill every gap.
- Give your guest enough time to form his or her sentences. Be flexible and rephrase your sentences if you are not understood.
- Encourage your guest to talk about himself/herself. Ask open-ended questions such as: "What sports do you like?" "Tell me about your family."
- Listen until they have finished—right to the end. North Americans usually place the most important points at the beginning of their speech. In some cultures it is the exact opposite, with background information given at the beginning.
- Allow extra time and be patient.
- Do things that don't require lots of words, such as outdoor games, sports or taking a walk.

### SCHEDULING YOUR GUEST'S TIME

Worship, potlucks, sightseeing, and outings to museums, parks, zoos, and other cultural venues: North American life is fast-paced

and fun, but may overwhelm visitors. As you plan your guest's visit:

- Leave time for rest and relaxation.
- Ask your guests about their interests and take them to one event in that area (music, sports, theatre, and so on).
- Share local events. A high school ball game may be just as exciting as a professional one.
- Include interaction with many kinds of people—perhaps friends from other denominations and individuals outside the Christian community.

### FAQ FOR INTERNATIONAL HOSTS

***Do I have to entertain the guest or plan special activities?*** Remember that adjusting to a different culture and speaking a different language is physically, emotionally and mentally exhausting—a balance of schedule is necessary. Offer options.

***What do I do if my guest simply wants to stay in his or her room and read?*** This might be exactly what that guest needs to do to unwind. Remember, being far from home and having little privacy can be very stressful. It is best to offer the guest the opportunity to participate in family activities and then leave the decision up to him or her.

***What do I do if a guest becomes ill or needs to go to the hospital?*** Seek help immediately. Your guest has emergency medical insurance through the ELCA. Take your guest to the doctor or hospital with the medical information form you received from your coordinator. Let the visit coordinator know that you are going.

***Is there anything else I should know about hosting a guest with limited language ability?*** Yes: trying to speak in a new or second language for extended periods of time can be exhausting, so be patient with your guest and don't be offended if he or she does not try to keep up a constant conversation. Also, some guests are embarrassed by their limited ability, so letting them see that you are pleased with their efforts is a wonderful way to encourage your guest to use this time with you to improve their English.