

Conflict resolution

[Business](#), [Management](#)



Effective Communication Effective Communication Question Persuasive communication is usually in a written form where the speaker aims at fully convincing the reader or listener to follow their way of reasoning. It is mainly used in marketing where the communicator focuses on the buyer, including sale letters and presentation. On the contrary, inspirational communication is from the inside; it does not base its facts on the style or presentation, but on the substance of the message. The speaker ensures that the audience gets the intended message in the simplest manner. It is evident that for persuasive communication to be successful, it must be done in an inspirational way. This makes it dependent on inspirational communication. Unlike persuasive communication, the latter aims at motivating and promoting growth in an organization (DuBrin, 2011).

Question 2

Listening skills enhance effective communication in a powerful way so that the listeners easily get the message. The art of listening is an essential item of communication; thus, when the audience adapts to the necessary listening skills, the process becomes easy. For example, the audience should remain calm during communication to avoid distractions that could tamper with the message. Asking questions depicts a picture of good reception. The audience should not be biased about the speaker but be open-minded and listen to their content. For example, during a conversation the participants should practice turn taking and listen to their partners. These skills result in an effective communication process (Downs & American Society for Training and Development, 2008).

Question 3 (a)

In order to avoid the barriers in cross-cultural communication, people should learn and appreciate each other's cultures. In the process, they comprehend different languages, thus facilitating successful cross-cultural communication. In addition, the use of non-verbal communication enhances proper intercultural communication. When an individual cannot hear, signs and observation play a vital role in understanding the message being delivered to them, such as eye contact (Stringer & Cassiday, 2009).

Question 3 (b)

To overcome cross-cultural barriers that already exist, the creation of cultural awareness is extremely essential. This aims at educating people on the importance of cultural diversities and urges them to be open-minded and respectful. In addition, in public places an interpreter should be provided for the audience. This is an effective strategy that prevents conflicts and misinterpretation of information (Stringer & Cassiday, 2009).

References

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Stringer, D. M., & Cassiday, P. A. (2009). *52 activities for improving cross-cultural communication*. Boston, Mass: Intercultural Press.