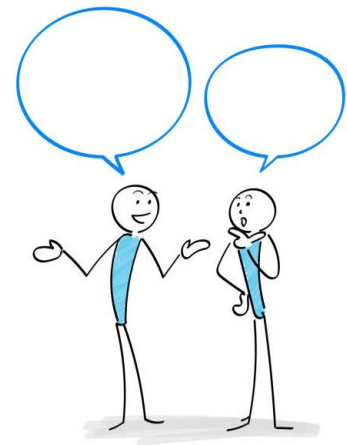


PRINCIPLES OF COMMUNICATION WITH A FOREIGNER



- ➔ Try to speak slowly.
- ➔ Keep the language simple. Avoid complicated sentences.
- ➔ Use gestures, point, paint, write if necessary.
- ➔ Write important information on paper (e.g. date of next meeting).
- ➔ Using the polite form of address follows the same rules as when communicating with Czechs. Do not address adult foreigners you do not know with an informal form of address.
- ➔ Make sure the foreigner understands you during the communication. Caution! Nodding one's head does not always mean that they understand you. It is better to check their understanding by asking follow-up questions.
- ➔ Respect that the foreigner is from a different cultural environment and some of our gestures and customs are new to him/her. Not observing them is not rudeness, but rather unfamiliarity.
- ➔ When communicating with a foreigner, do not disturb the personal zone, keep your distance.
- ➔ If you are unable to communicate with a foreigner, do not hesitate to use the services of an interpreter or intercultural assistant.

Remember that it always depends on the level of the foreigner's knowledge of the Czech language.



FINANCOVÁNO
EVROPSKOU UNII
AZYLOVÝ, MIGRAČNÍ
A INTEGRAČNÍ FOND



MINISTERSTVO VNITRA
ČESKÉ REPUBLIKY



Projekt "Centrum na podporu integrace cizinců v Ústeckém kraji" AMIF/31/03 je financován Evropskou unií v rámci národního programu Azylového, migračního a integračního fondu a rozpočtu Ministerstva vnitra České republiky.