



COMMUNICATION STYLE DIFFERENCES

Adapted from the National Mental Health Association

	Native American	Asian American	Latin American	European American	African American
Proximity	physical distance	physical distance	physical closeness	physical distance	physical closeness
Volume	speaks softly/slower	speaks softly	speaks softly	speaks loud to control listener	speaks with effect
Eye Contact	indirect gaze when listening or speaking	avoidance of eye contact when listening	avoidance of eye contact when listening	greater eye contact when listening	direct, prolonged eye contact when speaking but less when listening
Turn Talking	interjects less; seldom initiates communication	interjects less; seldom initiates communication	interjects less; seldom initiates communication	head nods; other non-verbal markers	interrupts whenever possible
Responsive Style	delayed	mild	mild	quick	quicker style
Expressiveness	low-keyed, indirect manner; reserved, private, self-disciplined	indirect, low-keyed reserved	spontaneous, passionate sentimental	objective, task-oriented open, controlled, rational	affective, emotional interpersonal manner of expression, open