

Cross-Cultural Awareness and Communication Reflection Guide

Toolkit 4, Chapter 2 Downloadable Tool CIIS Employer HR Resources



Purpose: Support reflection on communication, leadership, collaboration, misunderstandings, and cross-cultural awareness.

How to use: Complete with HR, managers, or leadership teams. Use notes and action fields to document next steps.

1. Communication Reflection

Prompt	Team Notes	Action
How do employees prefer to give and receive information?		
Where could communication style be misread?		
Are meeting and decision rules clear?		
How are misunderstandings repaired?		

2. Cross-Cultural Awareness Planning

Focus Area	Current Practice	Improvement
Communication styles		
Leadership expectations		
Decision-making norms		
Conflict and repair		
Team learning		

3. Action Planning Notes

Priority Issue	
Action Required	
Owner	
Timeline	
Follow-Up Date	