Contents

From the authors		Page 3		Breaking rules	Page 30
Foreword by Barry Tomalin		Page 6		Success stories	Page 31
				Things I like	Page 31
Part A		Page 7		The best day of the year	Page 32
References and further reading		Page 18		Two women and a funeral	Page 32
				Buffer zones	Page 33
Part B		Page 19		Looking through windows	Page 33
_	Activating cultural awareness	Page 20		Identikits	Page 34
1				Take comfort!	Page 35
	Cultural categorisations	Page 21		Shall I pour?	Page 35
	My story	Page 21		Teenage work	Page 36
	Who are you, teacher?	Page 22		Parental dos and don'ts	Page 36
	The ideal student	Page 23		To sleep, perchance to dream	Page 37
	What embarrasses you?	Page 24		Rules for life	Page 38
	The world as I see it	Page 25		All change!	Page 38
	Beliefs behind behaviours	Page 26			
	Images in different cultures	Page 27	2	Words, metaphors and stories	Page 39
	Symbolic movements	Page 27		A lesson I learned	Page 40
	Red card behaviour	Page 28		Gender words	Page 40
	Goups I belong to	Page 28		Snakes in the bushes	Page 41
	Racist, me?	Page 29		No bushes, no snakes	Page 41
	Me and my culture	Page 30		One woman's story	Page 42
				The quality of silence	Page 43
				The sound of silence	Page 43
				Classy meals	Page 44
				Middle-class assumptions	Page 45
				Note the difference	Page 46
				Grandpa's story	Page 46
				Woolly words	Page 47
				New words for new times	Page 48
				TV talk	Page 49
				National anthems	Page 50



				Spotlight on the UK	Page 69
				Nice neighbours!	Page 70
				How annoying!	Page 70
				A scene on a train	Page 71
				Stop picking on me!	Page 71
				What strikes you in a strange culture?	Page 72
				The confusion of culture shock	Page 73
				On target!	Page 74
				How I map my country	Page 74
				Don't let me be misunderstood	Page 75
3	Frames for studying culture	Page 51		Worlds apart?	Page 76
	On course!	Page 52		Public notices	Page 76
	Onion ring culture	Page 53		Strange sounds	Page 78
	Cultural concepts	Page 54		Co-operative comments	Page 78
	This is my life!	Page 55		Questions of attitude	Page 79
	Culture statues	Page 55		The prince and the pauper	Page 80
	My values, your culture	Page 56		Four ways of complaining	Page 81
	Culture words	Page 57	Softening what you say House rules Learning from the host family Institutions and the internet UK quiz	Softening what you say	Page 82
	Icebergs	Page 58		House rules	Page 83
	Our house	Page 58		Learning from the host family	Page 84
	Four-way states of mind	Page 59		Institutions and the internet	Page 86
	Talking and turn taking	Page 60		UK quiz	Page 86
	Time is of the essence	Page 61			
	Culture construction	Page 62	Part C		Page 89
	A mind map of Europe	Page 63	Observation	Page 90	
	The question of health	Page 63	In-depth listening Rapport building		Page 93
	Codes of conduct	Page 64			Page 96
	Walk on the wild side	Page 65	The other's shoes	other's shoes	Page 99
	Buy now, pay later!	Page 66			
	The printed word	Page 67		the editors	Page 103
	We and they	Page 68	Fron	n the publisher	Page 104