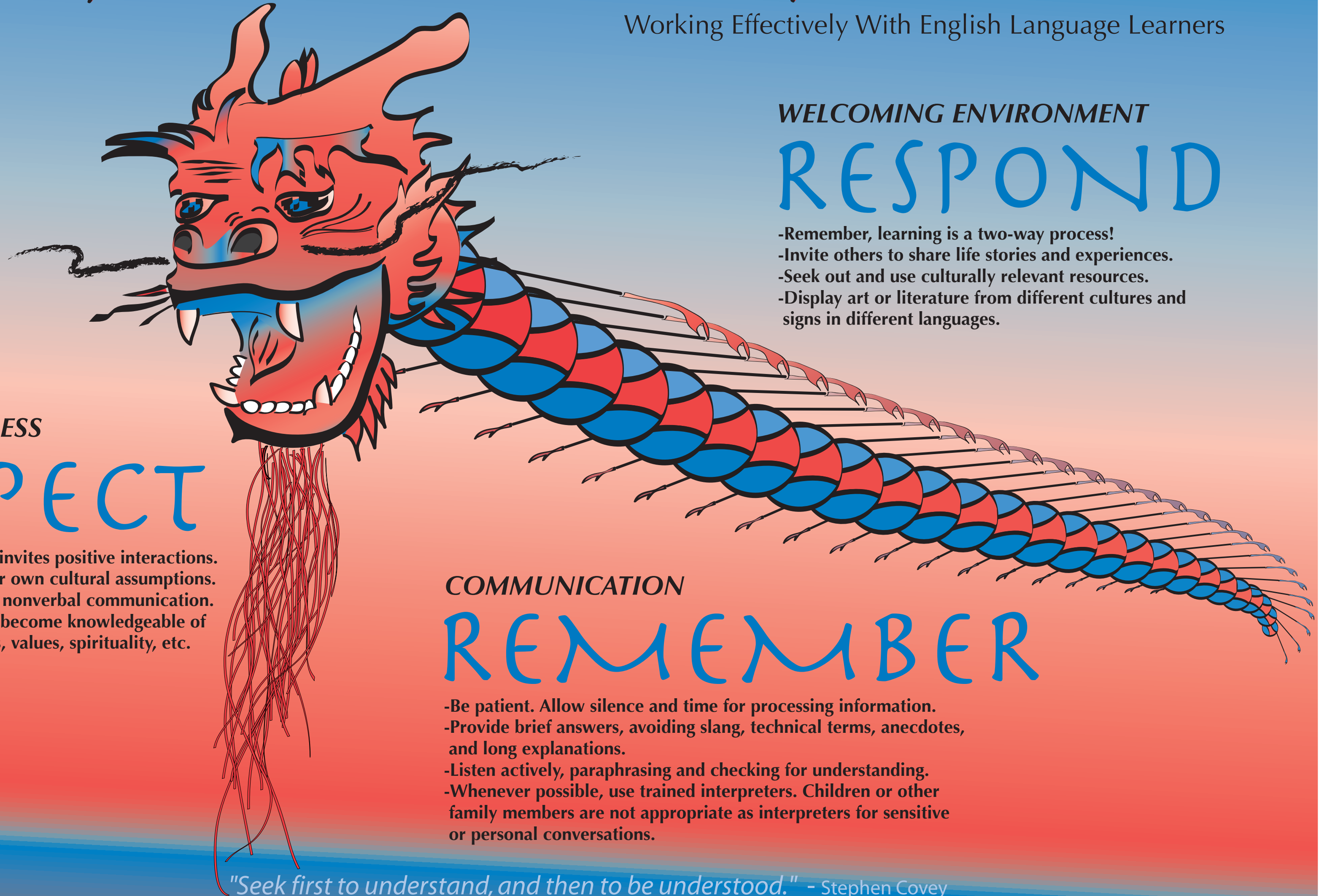


ASK YOURSELF: IF I STEPPED INTO ANOTHER CULTURE, WHAT WOULD HELP ME FEEL WELCOME?

Working Effectively With English Language Learners



WELCOMING ENVIRONMENT

RESPOND

- Remember, learning is a two-way process!
- Invite others to share life stories and experiences.
- Seek out and use culturally relevant resources.
- Display art or literature from different cultures and signs in different languages.

SELF-AWARENESS

RESPECT

- Create a climate that invites positive interactions.
- Become aware of your own cultural assumptions.
- Pay attention to your nonverbal communication.
- Challenge yourself to become knowledgeable of other cultures, beliefs, values, spirituality, etc.

COMMUNICATION

REMEMBER

- Be patient. Allow silence and time for processing information.
- Provide brief answers, avoiding slang, technical terms, anecdotes, and long explanations.
- Listen actively, paraphrasing and checking for understanding.
- Whenever possible, use trained interpreters. Children or other family members are not appropriate as interpreters for sensitive or personal conversations.

"Seek first to understand, and then to be understood." - Stephen Covey