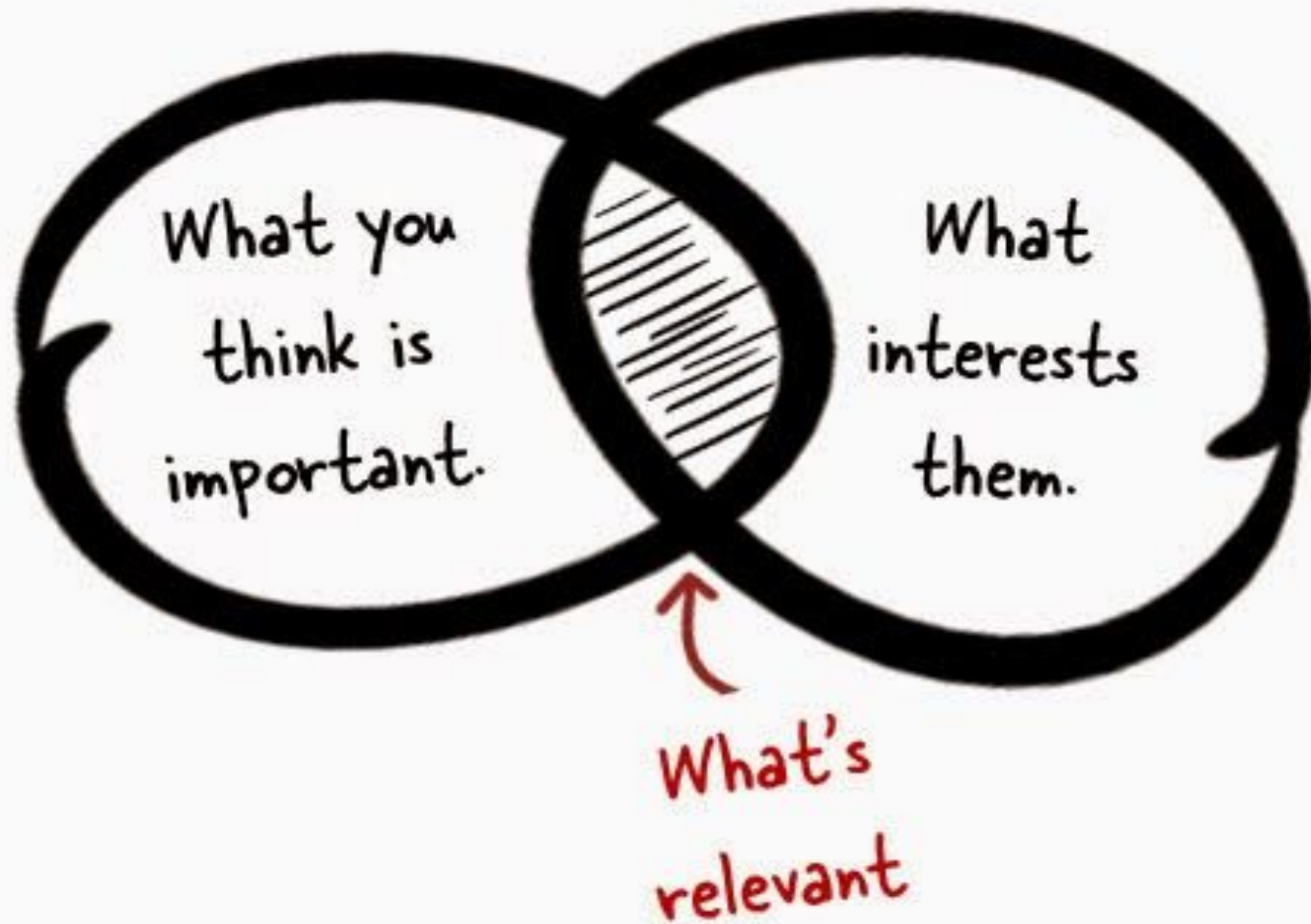


ARE YOU ADDRESSING YOUR LISTENERS' CONCERNS?

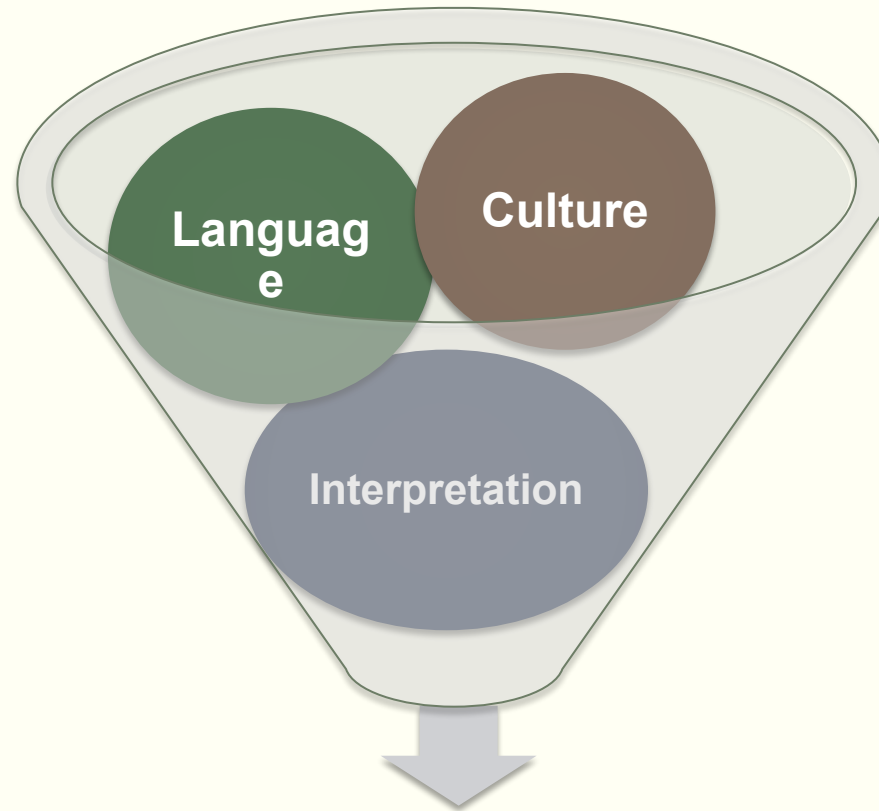
K. Mostenets





Avoiding intercultural blind spots

The Speaker : considers listeners' concerns



Listeners: take responsibility for how they interpret what the speaker says or writes