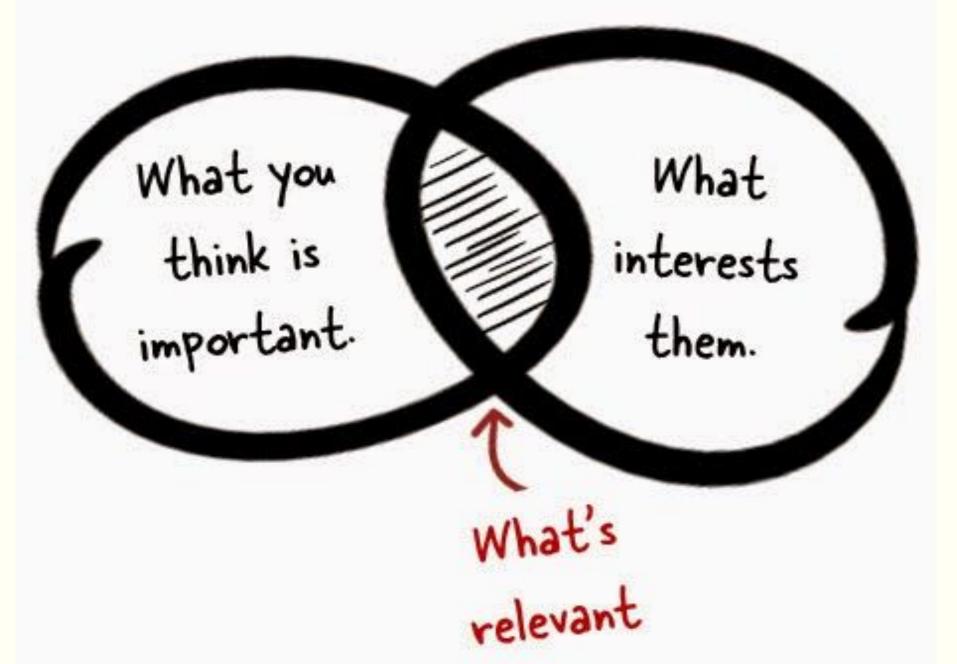
## ARE YOU ADDRESSING YOUR LISTENERS' CONCERNS?

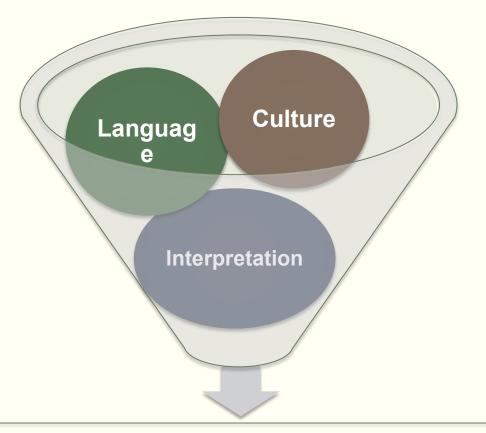


K. Mostenets



## Avoiding intercultural blind spots

## The Speaker: considers listeners' concerns



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