



GLOBAL CONNECTIONS

Yang Chou, a representative from a Chinese manufacturing company, invites Sara Rogers, Vice President of International Relations for an American company that exports parts to China, to tour his plant. During the tour Yang comments that the plant is not operating at full capacity because of some technical difficulties. Because Sara understands the modesty inherent in the Chinese culture, she realizes that Yang is attempting to minimize the accomplishments of the plant. She is looking at Yang's response from his perspective. She is listening to Yang with sensitivity and therefore realizes that Yang is enormously proud of the plant. When Sara responds with a supportive nod and a compliment, Yang is visibly pleased.

1. How did Sara demonstrate her appreciation of cultural difference?
 2. How did Sara listen with empathy when communicating with Yang?
 3. How does listening with empathy enhance your communication when interacting with people from different cultures?
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