



COUNTRY
NAVIGATOR



UKRAINE

CULTURE & COMMUNICATION

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INTRODUCTION

Everything we do communicates something about us to other people and culture is at the heart of communication. Communication and culture influence how we relate to others, what we think about them and what kind of relationship we will have with them.

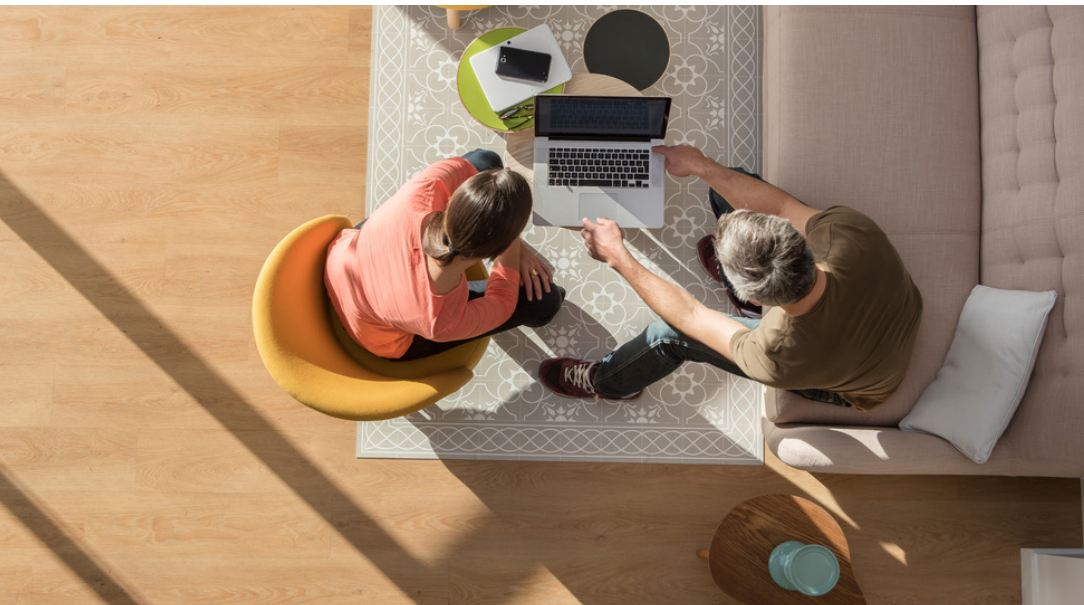
Understanding is much more than just the words we say and having a common language – these suggestions are intended to help you communicate more effectively and help you and your guest understand each other better.



UKRAINE CULTURE MAP



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LANGUAGE

Don't try and speak more slowly – it's almost impossible to do and can make you sound patronizing or insincere. Instead, try to leave a half second pause at the end of each sentence. That will slow you down better and will give your counterpart the opportunity to catch up mentally.

Listen carefully and clarify by asking additional questions to refine meaning. If something someone says surprises you or seems out of context, ask questions to make sure you've understood correctly (and they've understood you!).

If your guest has not travelled much, they may have an excellent grasp of 'school-book' English but may not have the vocabulary or confidence to speak – they may well understand much of what you say but be unable to respond clearly. Be patient and ask questions.

If you use an online translator, such as Google Translate, use it to translate phrases or sentences, rather than specific words – a word can have several meanings and by adding context, the software can find a better match for what you need.

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STYLE

Ukrainian, like most Slavonic languages has different ways of expressing politeness. 'Please' and 'thank you' are used much less than in English (particularly British English). If someone asks for something without saying 'please' they are not being impolite necessarily.

Most Ukrainian's have quite a direct communication style – irony and sarcasm are not used frequently in everyday conversation, and if you ask, 'How are you?' you can expect the person to tell you how they are feeling – a simple 'fine thanks' would be unusual.

As guests, Ukrainians are extremely polite and may find it difficult to say no directly to you.

Generally, Ukrainians are pragmatic realists – this means that in discussions, they will focus more on existing problems rather than the search for solutions. It doesn't mean that they are not interested in solutions, however, they spend energy on looking for root causes and analyzing symptoms more readily than solving the problem.

Ukrainians also tend to express their feelings and emotions openly; they are comfortable expressing opinions passionately and are happy to get involved in intense debates. Even in normal times, emotions can outweigh facts and logic in some situations.