**Chapter 7 Handouts**

NAME:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Reflecting on Nonverbal Expectancy Violations: Proxemics, Haptics, and Chronemics\***

Instructions: Answer the following questions based on concepts from Chapter 7, applied to your personal experiences. Please share as much as you are comfortable with:

Question 1: Share an experience where there was an intercultural misunderstanding when you experienced anxiety or discomfort due to proxemic or spatial crowding (or overly-distancing) issues. In what context did it take place? How did the experience make you feel? Alternatively, during the COVID pandemic time, how did the required 6 feet social distance rule made you feel, especially when talking to your family members or loved ones?

Question 2: Share an experience where there was an intercultural misunderstanding or awkwardness due to haptics (too much touchy-feely or lack of touch and perceived warmth). Describe the situation? What expectation was violated? How did that make you feel?

Question 3: Share an experience where there was an intercultural conflict or misunderstanding due to chronemics (monochronic/polychronic). For example, arguing over being too “late” or “early” to an event, or being offended because someone arrived late without an apology. Can you re-interpret this cultural bump event in a more constructive way?

(*continue on next page if needed)*

*\*Source*: Original exercise developed by Adrian Toomey, MA, California State University, Fullerton.

**What is “Normal”?**

Respond to each of the following 10 items by indicating the extent to which you would find such a behavior or custom “quite ordinary” or “quite strange.” Use the scale below to indicate your responses. Write a comment about your response after each item. Why did you respond the way you did?

**Quite Ordinary Ordinary Neutral Strange Quite Strange**

**1 2 3 4 5**

**Rating**: **Comment:**

Gut-level reaction:

1. A man wearing a skirt. \_\_\_\_\_

Gut-level reaction:

2. Eating meals without utensils. \_\_\_\_\_

Gut-level reaction:

3. A family taking a communal bath. \_\_\_\_\_

Gut-level reaction:

4. Haggling over the price of a T-shirt in a department store. \_\_\_\_\_

Gut-level reaction:

5. Slurping your soup loudly in a restaurant. \_\_\_\_\_

Gut-level reaction:

6. Ankle-to-knee crossing during business talks and   
showing the sole of your shoe. \_\_\_\_\_

Gut-level reaction:

7. Giving a nice, tasteful clock as a housewarming gift. \_\_\_\_\_

Gut-level reaction:

8. Bringing an item with a company logo as a nice souvenir for   
your host. \_\_\_\_\_

Gut-level reaction:

9. Elbow bumps between two friends to signal a friendly hello. \_\_\_\_\_

Gut-level reaction:

10. Two individuals pressing their noses together to greet each   
other. \_\_\_\_\_

*Source*: Adapted from Ron Lustig and Jolene Koester (2003). *Intercultural Competence* (4th ed). Boston: Allyn & Bacon.

NAME:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Interactive Probes for “Public Display of Affection?”**

(Ask yourself and probe your classmates’ reactions)

1. Using the concepts from Chapter 7, how would you explain the U.S. American boyfriend’s reactions to his Cuban girlfriend?

2. How would you analyze the Cuban girlfriend’s reaction at the end of this clip?

3. Have you or your friends had similar "culture-bump" experiences that created nonverbal awkward moments or interactions?

4. As a communication consultant to this couple, what advice would you give to the American boyfriend so that his reactions aren’t so negative? What advice would you give to the Cuban girlfriend so that her final reaction isn’t so negative?

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