**Essential Keys to Intercultural Communication**

We have empathy for the feelings, values, needs, and insights of others.

Our communication is positive and pleasant, an evidence of our goodwill and sincerity.

Humility helps us learn from others and from our own experience.

When feasible, we use the language and manner of expression of the other people.

We show we care, inoffensively. We pay the price of research and reap the reward.

Our praise is appropriate and sincere. We use caution if criticism is necessary.

When possible, we suspend judgment until all the facts are in–especially during conflict.

Our demonstration of trust is exemplified by keeping our word.

We hold the confidence of those with whom we communicate.

We draw upon our personal experiences and the feedback of others to continually improve our intercultural communication, knowing that we will always have new things to learn.