

Communicate with Confidence: Skills for International Students

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Opening Question

1. Have you ever misunderstood someone because of language or culture?

2. What are some of the common communication problems that you have faced?



Why Communication Matters:

Builds trust

- Increases productivity
- Reduces misunderstandings
- Opens doors to opportunities



Types of Communication

Verbal Communication:

- Face-to-face conversations
- Phone or Zoom calls

Written Communication

- Emails, reports, messages
- Formal vs informal tone

Non-Verbal Communication

- Eye contact
- Body language and gestures
- Tone of voice



Common Challenges for International Students

Language barriers

 Cultural misunderstandings (values, norms, behaviours)

Fear of making mistakes



Be Aware of Cultural Differences

- Understand that communication styles vary:
 - Some cultures are direct (USA, Germany)
 - Others are more indirect (Thailand)
- Be sensitive to differences:
 - Hierarchy
 - Gestures
 - Personal space



Practice Active Listening

- Show that you're paying attention: nod, maintain eye contact (as appropriate)
- Avoid interrupting and let people finish their thoughts
- Confirm understanding by paraphrasing:
 "So you mean that..."



Speak Clearly and Simply

- Use plain language, avoid idioms or slang unless you are sure the listener understands
- Slow down a little if needed—but don't shout or over-explain
- Repeat or rephrase if there's confusion



Be Respectful and Open-Minded

- Avoid making assumptions or judgments based on someone's background
- Be open to learning about others' values and communication styles
- If unsure, ask politely and with curiosity



Be Mindful in Written Communication

- Use a polite, professional tone in emails and messages
- Avoid humor or sarcasm, which may not translate well
- Use structure (greeting, purpose, closing) to make messages clear (especially for email communications)



Be Patient-with Others and Yourself

- Misunderstandings happen—even between native speakers
- Clarify instead of reacting: "Could you explain what you meant by that?"
- Take communication as a learning process



Learn from Cultural Experiences

- Engage in multicultural clubs, group projects, or community events
- Reflect on your own style and how others might perceive it
- Adapt without losing your authenticity (what makes you who you are)



Further Recommendations

 Integrate with Thai students/people: join clubs, take on-campus jobs

 Use university support – International Affairs Office

Be kind and treat those around you with respect



Thank you!
Any Questions?

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