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TRƯỜNG ĐẠI HỌC DÂN LẬP HẢI PHÒNG



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KHÓA LUẬN TỐT NGHIỆP

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Sinh viên : La Quang Tiến

Giảng viên hướng dẫn: ThS. Nguyễn Thị Huyền

HẢI PHÒNG - 2014

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GRADUATION PAPER

**A CONSIDERATION OF HAND GESTURE IN
DIFFERENT CULTURES**

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DIFFERENT CULTURES

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2. Các số liệu cần thiết để thiết kế, tính toán.

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3. Địa điểm thực tập tốt nghiệp.

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Hải Phòng, ngày tháng năm 2014

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Ngày tháng năm 2014

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La Quang Tien

PART I: INTRODUCTION

Language can shape how we see, taste, smell, feel, and hear. It also influences the way we think about the people, ideas, and objects around us. Language communicates a culture's most important norms, values, and sanctions. Besides with verbal language, we also get used to nonverbal language (body language) such as eye contact, hand gesture, posture and so on. We are not born with these expressions. We learn them, just as we learn other forms of language, from people who share our same culture.. Have you ever asked yourself why you're speaking in front of a group and then you suddenly become aware of these great clumsy appendages at the end of your arms – your hands? Why do you suddenly wonder what to do about them? The answer is when people talk, they often gesture with their hands. To get deeper and deeper in understanding this problem, in this very first part, I would like to demonstrate the Rationale, Aim of the study, Research questions, Scope of the study, and Design of the study in Hand gestures which my study focus on.

1. Rationale

Human gesture is most naturally expressed with body and hands, ranging from the simple gestures we use in normal conversations to the more elaborate gestures used by baseball coaches giving signals to players; soldiers gesturing for tactical tasks; and police giving body and hand signals to drivers. Current technology for gesture understanding is, however, still sharply limited, with body and hand signals typically considered separately, restricting the expressiveness of the gesture vocabulary and making interaction less natural.

Hand gestures are a way of communicating with others and conveying your feelings. These gestures are most helpful when one is speaking to someone with no language in common. The meanings of hand gestures in different cultures may be translated into different things.

Imagine a person doing a presentation without the hand gesture, he/she just stands there and talk, imagine how hard is it to stay focus on what ever he's saying even how interesting his presentation is but however overly use of hand gesture can be so annoying. Gestures are body action The appropriate use of hand gestures gives a speaker confidence and let him/herself express his/her emotions effectively and clearly, this also gets the listeners attention and help speaker describe or elaborate his topic. This is the importance of hand gestures in communication.

But there are also danger in hand gestures, aside from that overly use of hand gesture could be so annoying, hand gestures could mean something else in other countries, as we learned in the beginning of our business communication course that there are cultural barriers, and gesture is one of those, we have to be really careful in using hand gestures in other countries and cultures, we can offend our audience.

Also, for me – a student in major of foreign language. I myself could easily feel how many advantages what hand gestures can help me to demonstrate my point of view while talking more effately. Moreover, hand gestures save my life many times when I don't know how to explain what I would like to point out for the foreigner...However, sometimes I made them get angry just because different cultures have different hand gesture's meaning for a little of constant samples. This encourages me to study the hand gestures, not in one country but in a number of cultures. All the above reasons have inspired me to choose the thesis entitled “**A consideration of hand gesture in different cultures**” to do research.

2. Aims of the Study

The study gears its object to:

I would like to show the study of the messages conveyed via hand gestures in different culture, also to show differences and similarities of gesture in

different culture. Moreover, I will give out some suggestions for hand gestures should be avoided in going abroad for Vietnamese.

3. Research Questions

The study is conducted to answer the following questions: How are hand gestures different in different cultures? What way to help people bare in mind when communicating to each others by hand gesture properly?

4. Scope of the Study

Hand gestures are a big theme; however, because of the limited time and my knowledge, in this paper, I only focus on the several common types of hand gesture signs which are Iconic, Beat, Deictic, Metaphoric, Emblems, Regulators and Affect Displays. I'll point out the benefit which anyone can gain while using hand gestures to communicate with another or in group, also the limitations of these gestures. From these above explanation, I'd like to list the most common forms you can deal with whilst going on a tour outside of Viet Nam, the difference and the similar of them based on each culture. Finally, I'll give some evidences of culture shock which used to occur in the past caused by misunderstanding concept on specific hand gesture among the native in various cultures and some suggestions to avoid it.

5. Design of the Study

The study is divided into three parts:

Part I: Introduction presents the rationales, aims, research questions, scope, method and design of the study.

Part II: Development consists of three chapters

Chapter 1: Literature review - Explains the difference between verbal & nonverbal communication and deals with the concepts, history, and the roles of hand gestures in communication. To deal with the difference between verbal communication and nonverbal communication, which is consisted of Verbal Communication, The Written Word, Gestures, and Body Language

and give out the Concept of hand gestures and Role of hand gestures in communication.

Chapter 2: A cross-cultural study on hand gestures - gives the type's analysis, subjects, data collection. Also, point out the good points and the limitations of these researches. To show the Types of hand gesture are Iconic, Beat, Deictic, Metaphoric, Emblems, Regulators and Affect displays Also, in this part will point out the Benefits of hand gesture are Reinforcing verbal communication, Feedback, Self-Expression, and the Limitations are Imprecise and easily misread, Limited Distance, Lacking Complexity. Moreover, I will show the Cross-cultural communication of hand gesture - In this chapter, I'd explain detail to Cross-cultural differences in hand gesture - shows the results of comprehensive analysis on the data collected about the most common hand gestures in different culture.

Chapter 3: Culture shocks caused by hand gesture and suggestion to overcome. In this chapter, I will explain the definition of culture shock, symptoms and its stages. Also, some examples of culture chock caused by hand gesture will be given out. Finally, I would like to give some suggestion to avoid these situations.

Part III: Conclusion

Conclusion for an overview of the study. The important of verbal and nonverbal communication, the definition, features and its types. Refer to hand gestures, its roles in communication, types, benefits and limitations. Based on it, I present a study on cross-culture of hand gesture. Finally, I aim at culture shock caused by hand gesture definition, symptoms, stages and examples to help you avoid these troubles with a lot of suggestions and some taboo hand gestures in various countries.

PART II: DEVELOPMENT

CHAPTER 1: LITERATURE REVIEW

1.1 Introduction:

Hand gestures are a way of communicating with others and conveying your feelings. These gestures are most helpful when one is speaking to someone with no language in common. The meanings of hand gestures in different cultures may be translated into different things. But there are also danger in hand gestures, aside from that overly use of hand gesture could be so annoying, hand gestures could mean something else in other countries, as we learned in the beginning of our business communication course that there are cultural barriers, and gesture is one of those, we have to be really careful in using hand gestures in other countries and cultures, we can offend our audience. This encourages me to study the hand gestures, not in one country but in a number of cultures. All the above reasons have inspired me to choose the thesis entitled “**A consideration of hand gesture in different cultures**” to do research.

1.2 Verbal vs Non-verbal Communication

Communication is the activity of conveying information through the exchange of ideas, feelings, intentions, attitudes, expectations, perceptions or commands, as by speech, gestures, writings, behavior and possibly by other means such as electromagnetic, chemical or physical phenomena. It is the meaningful exchange of information between two or more participants (machines, organisms or their parts). Communication requires a sender, a message, a medium and a recipient, although the receiver does not have to be present or aware of the sender's intent to communicate at the time of communication; thus communication can occur across vast distances in time and space. Communication requires that the communicating parties share an

area of communicative commonality. The communication process is complete once the receiver understands the sender's message

Communicating with others involves three primary components: **Verbal Messages, Paraverbal Messages** and **Non-verbal Messages**

1.3 Verbal Communication

1.3.1 What is verbal communication?

As for Business Dictionary: A medium for communication that entails talking using the spoken word, such as talking face-to-face, on a telephone, or as a speech.

As for Tooling University: The sharing of information between individuals by using speech. Individuals working within a business need to effectively use verbal communication that employs readily understood spoken words, as well as ensuring that the enunciation, stress and tone of voice with which the words are expressed is appropriate.

To conclude, verbal communication refers to the use of sounds and language to relay a message. It serves as a vehicle for expressing desires, ideas and concepts and is vital to the processes of learning and teaching. In combination with nonverbal forms of communication, verbal communication acts as the primary tool for expression between two or more people.

1.3.2 Types of verbal communication

There are two different types of verbal communication, oral and written communication. Oral communication is when somebody uses spoken words to communicate with whom they are trying to convey something to. This can be done either in person or over the phone. Written communication is when somebody writes down what they intend to say, this can be done via letter, e-mail, text message or any other electronic documents. Written communication has become more popular in the last decade than oral communication.

1.3.3 Features of effective verbal communication

1.3.3.1 Clarity

Be as clear and as specific as possible in all verbal communications and especially when you are asking someone to carry out a task for you.

1.3.3.2 Summaries

If you are not sure that people understand you, either summarize what you have said in different words, or ask them to summarize your message in their own words.

1.3.3.3 Observe Responses

Observe response to your message. What people are thinking is not always expressed verbally. Read people's thoughts by watching their facial expressions, hand and foot gestures. Look at their eyes for signs of confusion, disagreement, disbelief, resistance or understanding.

1.3.3.4 Background Noise

If there is background noise, speak loudly or move to a quieter area. Reinforce verbal communication, especially in noisy areas, with gestures.

1.3.3.5 Use of Voice

To keep people's attention, modulate your voice. Speaking more loudly or softly, more quickly or slowly increases interest in what you say. Pause before and after a key point to allow it to fully register.

1.3.3.6 Eye Contact

Maintain eye contact with those to whom you are talking. Bear in mind their cultural background. In some cultures, excessive eye contact is a sign of disrespect.

1.3.3.7 Undivided Attention

Pay attention. Avoid interruptions. Don't hold two conversations at the same time.

1.3.3.8 Emphasize Important Points

To communicate an important point, raise your voice slightly or speak deliberately. Let your body language reflect the importance of what you are saying by leaning forward, opening your eyes wider, and using appropriate hand gestures.

1.3.3.9 Positivity

Begin conversations positively. If there is potential for conflict, start off with something on which you both agree to set a positive atmosphere.

1.3.3.10 Choose your words

Avoid using 'but' to join sentences, "But" puts people on the defensive. Use 'and' to join sentences, it is far more positive. And where possible, use 'I' messages. Using 'you' makes people defensive.

1.4 Non-Verbal communication

1.4.1 What is non- verbal communication?

Nonverbal communication involves those nonverbal stimuli in a communication setting that are generated by both the source [speaker] and his or her use of the environment and that have potential message value for the source or receiver [listener] (Samovar et al). Basically it is sending and receiving messages in a variety of ways without the use of verbal codes (words). It is both intentional and unintentional. Most speakers / listeners are not conscious of this.

In short, nonverbal communication is the process of communication through sending and receiving wordless (mostly visual) cues between people. It is sometimes mistakenly referred to as body language but nonverbal

communication encompasses much more, such as use of voice, touch, distance and physical environments/appearance. Typically overlooked in nonverbal communication are polemics, or the informal space around the body and chromatics: the use of time. Not only considered eye contact, coalesces comprises the actions of looking while talking and listening, frequency of glances, patterns of fixation, pupil dilation, and blink rate.

1.4.2 Types of non-verbal communication

There are many different types of nonverbal communication. Together, the following nonverbal signals and cues communicate your interest and investment in others.

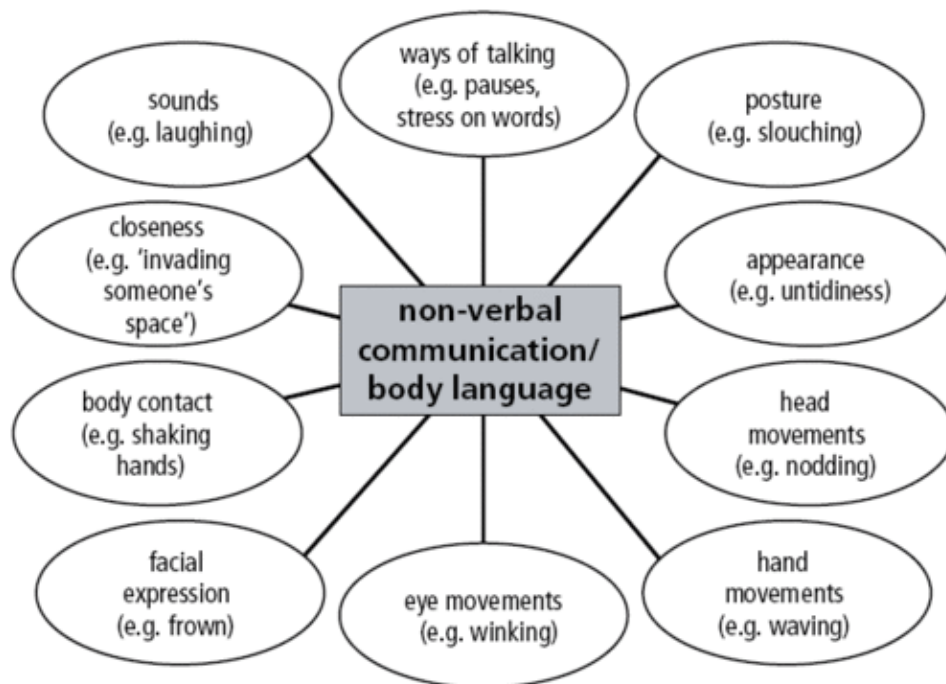


Figure 1: Types of Nonverbal Communication: Notes on the Visual Perception of Human Relations, 1956.

1.4.2 .1 Facial expressions

The human face is extremely expressive, able to express countless emotions without saying a word. And unlike some forms of nonverbal communication, facial expressions are universal. The facial expressions for happiness, sadness, anger, surprise, fear, and disgust are the same across cultures.

1.4.2.2 Body movements and posture

Consider how your perceptions of people are affected by the way they sit, walk, stand up, or hold their head. The way you move and carry yourself communicates a wealth of information to the world. This type of nonverbal communication includes your posture, bearing, stance, and subtle movements.

1.4.2.3 Gestures

Gestures are woven into the fabric of our daily lives. We wave, point, beckon, and use our hands when we're arguing or speaking animatedly—expressing ourselves with gestures often without thinking. However, the meaning of gestures can be very different across cultures and regions, so it's important to be careful to avoid misinterpretation.

1.4.2.4 Eye contact

Since the visual sense is dominant for most people, eye contact is an especially important type of nonverbal communication. The way you look at someone can communicate many things, including interest, affection, hostility, or attraction. Eye contact is also important in maintaining the flow of conversation and for gauging the other person's response.

1.4.2.5 Touch

We communicate a great deal through touch. Think about the messages given by the following: a weak handshake, a timid tap on the shoulder, a warm bear hug, a reassuring slap on the back, a patronizing pat on the head, or a controlling grip on your arm.

1.4.2.6 Space

Have you ever felt uncomfortable during a conversation because the other person was standing too close and invading your space? We all have a need for physical space, although that need differs depending on the culture, the situation, and the closeness of the relationship. You can use physical space to

communicate many different nonverbal messages, including signals of intimacy and affection, aggression or dominance.

1.4.2.7 Voice

It's not just what you say, it's *how* you say it. When we speak, other people "read" our voices in addition to listening to our words. Things they pay attention to include your timing and pace, how loud you speak, your tone and inflection, and sounds that convey understanding, such as "ahh" and "uh-huh." Think about how someone's tone of voice, for example, can indicate sarcasm, anger, affection, or confidence.

1.4.3 Features of effective non-verbal communication

As for Floyd Pg in the book named "Characteristics and Types of Nonverbal Communication" published in 2011: There are five characteristics of nonverbal communication that help explain why it is so important in our daily lives

Firstly, Nonverbal communication is present in most interpersonal conversations, including cyberspace communication with the use of emoticons.

Secondly, Nonverbal communication often conveys more information than verbal communication. It is possible that up to 93% of what we say is translated by nonverbal clues. However, it is more realistic that only 65-70% of translation is due to nonverbal communication. (That is still a lot higher than I would have ever thought!)

Thirdly, Nonverbal communication is usually believed over verbal communication. This could be due to the fact that it is harder to hide or fake our nonverbal clues such as our facial expressions.

Fourthly, Nonverbal communication is the primary means of communicating emotion. Think of what someone's facial expressions look like when they are

overjoyed or extremely sad. You can usually tell how they are feeling without them saying a word.

Fifthly, Nonverbal communication is Meta communicative, for example, a wink for sarcasm or covering our mouth with our hand to indicate we are telling a secret.

1.4.4 How non-verbal communication signals affect verbal discourse

Psychologists Paul Ekman and Wallace Friesen (1969), in discussing the interdependence that exists between nonverbal and verbal messages, identified six important ways that **nonverbal communication** directly affects our verbal discourse". First, we can use nonverbal signals to emphasize our words. All good speakers know how to do this with forceful gestures, changes in vocal volume or speech rate, deliberate pauses, and so forth... "Second, our nonverbal behavior can repeat what we say. We can say yes to someone while nodding our head. "Third, nonverbal signals can substitute for words. Often, there isn't much need to put things in words. A simple gesture can suffice (e.g., shaking your head to say no, using the thumbs-up sign to say 'Nice job,' etc.)..."Fourth, we can use nonverbal signals to regulate speech. Called turn-taking signals, these gestures and vocalizations make it possible for us to alternate the conversational roles of speaking and listening. "Fifth, nonverbal messages sometimes contradict what we say. A friend tells us she had a great time at the beach, but we're not sure because her voice is flat and her face lacks emotion. . . .

AS for Martin S. Redland's definition in the book named "Nonverbal Communication in Everyday Life", 2nd ed. Houghton Mifflin in 2004: Finally, we can use nonverbal signals to complement the verbal content of our message. . . . Being upset could mean we feel angry, depressed, disappointed, or just a bit on edge. Nonverbal signals can help to clarify the words we use and reveal the true nature of our feelings.

1.4.5 Cross-cultural non-verbal communication

Nonverbal communication is hugely important in any interaction with others; its importance is multiplied across cultures. This is because we tend to look for nonverbal cues when verbal messages are unclear or ambiguous, as they are more likely to be across cultures (especially when different languages are being used). Since nonverbal behavior arises from our cultural common sense our ideas about what is appropriate, normal, and effective as communication in relationships -- we use different systems of understanding gestures, posture, silence, spatial relations, emotional expression, touch, physical appearance, and other nonverbal cues. Cultures also attribute different degrees of importance to verbal and nonverbal behavior.

Some elements of nonverbal communication are consistent across cultures. For example, research has shown that the emotions of enjoyment, anger, fear, sadness, disgust, and surprise are expressed in similar ways by people around the world. Differences surface with respect to which emotions are acceptable to display in various cultural settings, and by whom. For instance, it may be more socially acceptable in some settings in the United States for women to show fear, but not anger, and for men to display anger, but not fear. At the same time, interpretation of facial expressions across cultures is difficult. In China and Japan, for example, a facial expression that would be recognized around the world as conveying happiness may actually express anger or mask sadness, both of which are unacceptable to show overtly.

These differences of interpretation may lead to conflict, or escalate existing conflict. Suppose a Japanese person is explaining her absence from negotiations due to a death in her family. She may do so with a smile, based on her cultural belief that it is not appropriate to inflict the pain of grief on others. For a Westerner who understands smiles to mean friendliness and happiness, this smile may seem incongruous and even cold, under the circumstances. Even though some facial expressions may be similar across

cultures, their interpretations remain culture-specific. It is important to understand something about cultural starting-points and values in order to interpret emotions expressed in cross-cultural interactions.

The difficulty with space preferences is not that they exist, but the judgments that get attached to them. If someone is accustomed to standing or sitting very close when they are talking with another, they may see the other's attempt to create more space as evidence of coldness, condescension, or a lack of interest. Those who are accustomed to more personal space may view attempts to get closer as pushy, disrespectful, or aggressive. Neither is correct -- they are simply different.

Finally, line-waiting behavior and behavior in group settings like grocery stores or government offices is culturally-influenced. Novinger reports that the English and U.S. Americans are serious about standing in lines, in accordance with their beliefs in democracy and the principle of "first come, first served." The French, on the other hand, have a practice of *resquillage*, or line jumping that irritates many British and U.S. Americans. In another example, immigrants from Armenia report that it is difficult to adjust to a system of waiting in line, when their home context permitted one member of a family to save spots for several others.

As for Michelle Le Baron's definition in the book named "Cross-cultural and Nonverbal Communication" in July 2003: These examples of differences related to nonverbal communication are only the tip of the iceberg. Careful observation, ongoing study from a variety of sources, and cultivating relationships across cultures will all help develop the cultural fluency to work effectively with nonverbal communication differences.

In conclusion, during conversations, people use not only verbal communication but also nonverbal communication consciously or unconsciously to express their emotions. It is clear that nonverbal communications can be specific to a particular culture and may not have the

same meaning in other cultures. Thus, nonverbal communication can lead to misunderstandings. Therefore, it is important to learn the nonverbal expressions of other cultures in order to smooth cross culture communication.

1.5 Hand gesture

1.5.1 What are hand gestures?

Gestures are a form of nonverbal communication in which visible bodily actions are used to communicate important messages, either in place of speech or together and in parallel with spoken words. Gestures include movement of the hands, face, or other parts of the body. Physical non-verbal communication such as purely expressive displays, polemic or displays of attention differ from gestures, which communicate specific messages. Gestures are culture-specific and can convey very different meanings in different social or cultural settings.

Gesture is distinct from sign language. Although some gestures, such as the ubiquitous act of pointing, differ little from one place to another, most gestures do not have invariable or universal meanings but connote specific meanings in particular cultures. A single emblematic gesture can have very different significance in different cultural contexts, ranging from complimentary to highly offensive.

1.5.2 Roles of hand gestures in communication

Gesture plays a variety of roles for speakers. Gesture helps speakers retrieve words from memory. Gesture reduces cognitive burden, thereby freeing up effort that can be allocated to other tasks. For example, pointing improves young children's performance on counting tasks particularly if the pointing is done by the children themselves. As another example, gesturing while explaining a math task improves performance. Gesturing thus appears to increase resources available to the speaker, perhaps by shifting the burden from verbal to spatial memory.

Gesture may also provide a route through which learners can access new thoughts. For example, children participating in science lessons frequently use gesture to foreshadow the ideas they themselves eventually articulate in speech perhaps needing to express those ideas in a manual medium before articulating them in words. Because the representational formats underlying gesture are mimetic and analog rather than discrete, gesture may permit the learner to represent ideas that lend themselves to these formats and that are not yet developed enough to be encoded in speech.

Take, for example, the child described earlier who demonstrated a clear understanding of the one-to-one correspondence between checkers in his gestures, but seemed unable to articulate this notion in speech. The ease with which the two rows of checkers can be paired in gesture may have facilitated the child's expression of this notion. Once having entered the child's repertoire, this new-found idea can begin to change the system. At some point, the child will have to reconcile his belief that the number of checkers changed with the fact that the checkers in the moved and unmoved rows can be put into one-to-one alignment. By offering an alternative route in which developing ideas can be tried out and expressed, gesture may itself facilitate the process of change.

Gesture may also have an advantage over speech in that novel (and perhaps contradictory) information can be brought into a learner's repertoire without disrupting the current system. Spontaneous gestures are not part of a culturally recognized system and thus rarely are subject to comment and criticism. As a result, gesture is an ideal modality within which to consider for the first time notions that are not fully developed. Not only are the notions conveyed in gesture likely to go unchallenged by others, but they are also likely to go unchallenged by one. A speaker can unknowingly 'sneak in' an idea in gesture that does not cohere well with the set of ideas the speaker routinely expresses in speech. Gesture may be a perfect place to try out innovative ideas.

1.5.3 Benefit and Limitations of hand gestures



1.5.3.1 The Benefits

1.5.3.1.1 Reinforcing Verbal Communication

Imagine you are going for a job interview. You know that the suit you are wearing, your firm handshake and your friendly demeanor will speak volumes about the kind of person you are. You rely on these qualities to reinforce your verbal performance. When you meet someone, you know they are friendly not only because they say hello, but because they smile, speak cheerfully and face you. Other examples of nonverbal communication reinforcing verbal communication are hugging someone when congratulating her, keeping eye contact during a conversation to show you are listening, and shedding tears when speaking of something distressing.

1.5.3.1.2 Feedback

You can gain an idea of what others think about you by the nonverbal signals they produce. You know that someone is happy to see you if they welcome you with open arms. You can be sure you have made a good impression on a first date if your date smiles and listens to you. You can also gauge someone's

reaction to gain positive or negative feedback and use it to your advantage. For instance, a car salesman shows a customer the price of a vehicle. If the customer sucks air through her teeth and turns away, it is likely she thinks the price is too high. The salesman then has a better idea of the customer's price range.

1.5.3.1.3 Self-Expression

How you present yourself communicates a lot about your personality to others, and can be used to your advantage. For instance, a bright young businesswoman "power dresses" in a smart suit to show she is successful and walks with confidence to show she is in charge. This enables her to command respect without overtly seeking it.

1.5.3.2 The Limitation

1.5.3.2.1 Imprecise and Easily Misread

Gestures, appearances and facial expressions can mean different things to different people. You can easily misread people you do not know. For example, you meet someone who looks scruffy and assume that he is lazy. However, you later learn he is a brilliant and hard-working artist. Some people might assume that sitting with arms folded means you are defensive. In fact, this can mean you are cold or simply comfortable. Nonverbal communication should not be solely relied on, because there are no hard and fast rules as to what different gestures and expressions mean.

1.5.3.2.2 Limited Distance

Nonverbal communication tends to be silent. Therefore, waving to someone too far away to see, or giving a pat on the back to someone you cannot reach, will not get your message across. Furthermore, nonverbal communication does not transmit well; for example, nodding while talking on the telephone will not convey your agreement with what the person on the other end of the line has said.

1.5.3.2.3 Lacking Complexity

Nonverbal communication lacks the complexity that language has to offer. You would be unable to communicate the story of your day to a friend without using words, unless you took time to mime every detail. You would still not be able to convey accurately, for instance, that you had a chicken salad and orange juice for lunch. Nonverbal communication cannot communicate complex facts or concepts.

1.5.4 Conclusion

As for Smdold's definition in the book named "Nonverbal and Conclusion!" in September 19, 2007: Communication is a huge part of everyday life. People have given the various forms of communication names and definitions and it has been studied countless times. People need good communication skills because not only is it essential for survival, but every human being from the most outgoing to the quiet introverts, we all need interaction. And the most brilliant vocabulary in the world would be lost without facial expression and voice inflection. And nonverbal communication would be lost if there weren't words to clarify the meaning behind a smile or a wave. Some points are similar and some are different, but they all tie together to make this wonderful thing that we all need called communication.

During conversations, people use not only verbal communication but also nonverbal communication consciously or unconsciously to express their emotions. It is clear that nonverbal communications can be specific to a particular culture and may not have the same meaning in other cultures. Thus, nonverbal communication can lead to misunderstandings. Therefore, it is important to learn the nonverbal expressions of other cultures in order to smooth cross culture communication. Moreover, everyone "talks" with their hands at least sometimes. Some people's hand-talking or gesturing matches their message well. Other people have a tendency to make overly large gestures that can be distracting. And still others don't use their hands much at all. No matter which camp you fall into, it's important to pay attention to your hand gestures while you are communicating or making a presentation. You may be unconsciously communicating in ways you don't realize.

CHAPTER 2: A CROSS-CULTURAL STUDY ON HAND GESTURES

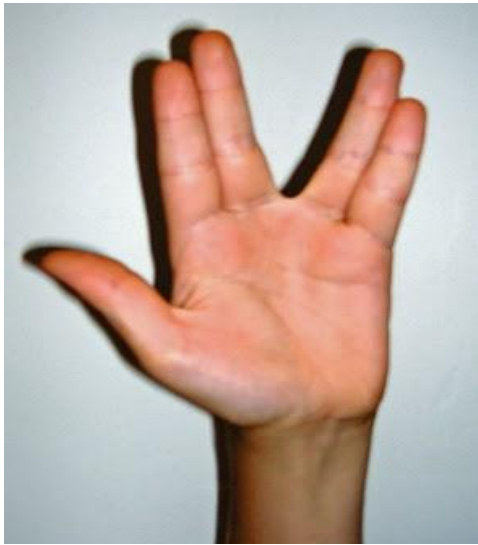
A related form of communication is the use of symbols to convey meaning to others. *Symbols* are the gestures, objects, and words that form the basis of human communication. The thumbs-up gesture, a gold star sticker, and the smiley face in an e-mail are all symbols. Often deceptively simple, many symbols are rich in meaning and may not convey the same meaning in all social contexts. Around someone's neck, for example, a cross can symbolize religious reverence; over a grave site, a belief in everlasting life; or set in flames, racial hatred. Therefore, in this part, I will go detail to Types, the advantages and limitations of hand gestures.

2.1 Types of Hand Gesture



Hand gestures are a form of nonverbal communication, which allow a person to communicate a range of thoughts and feelings with or without speech. Gestures differ from other types of body communication such as purely expressive displays, as they generally carry a greater association with language and speech and usually have specific linguistic content. There are several types of hand gestures, which are commonly used.

2.1.1 Iconic



Iconic gestures, also referred to as illustrators, are descriptive gestures often used to illustrate speech, much like painting a picture with the hands. These types of gestures are useful for demonstrating a second viewpoint and adding details to an image a person is conveying, without any accompanying speech. Examples of iconic gestures are using the hands to show how small or big an item is, or demonstrating how to carry out an action, such as demonstrating how to turn on a light switch.

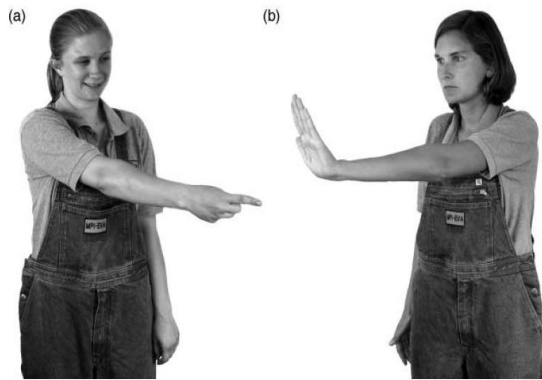
2.1.2 Beat



A beat is a staccato strike, which grabs a person's attention by creating emphasis. Beat gestures are small rhythmic beating movements of the arm, hand or finger, which keep the same form as the content of speech. These types of gestures may be a short and

single beat, or repeated beats, which carry out as long as necessary to convey a point. An example of a beat gesture is "the party starts at three or four" accompanied by a finger flicking up at the word three, and flicking down at the word four.

2.1.3 Deictic



Examples of the Informing (a) and Prohibiting (b) gestures.

Deictic gestures locate the space in between a narrator and a listener after the narrator introduces a physical or nonphysical entity into the conversation and then repeatedly refers to the entity. During these types of gestures, a person may use

an index finger to point, or use the entire hand to represent events or ideas as well as entities in space. An example of a deictic gesture is pointing to the right and left while referring to a person sitting on the right or left.

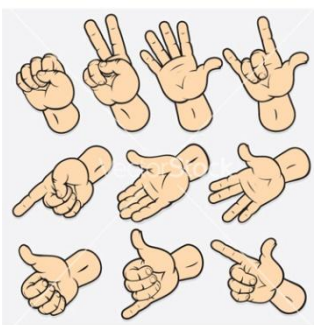
2.1.4 Metaphoric



Metaphoric gestures, or representational gestures, are beneficial when explaining an idea without any physical form, with specific shapes such as waving of the hands or pinching with the fingers. The accompanying narration generally will not have a productive metaphor, as the gestures will represent

the implied metaphor. An example of a metaphoric gesture is speaking about the length of a meeting while making a rolling motion with the hands as if to say the meeting was too long.

2.1.5 Emblems



Emblems are specific gestures with specific meaning that are consciously used and consciously understood. They are used as substitutes for words and are close to sign language than everyday body language. For example, holding up the hand with all fingers closed in except the index and second finger, which are spread

apart, can mean 'V for victory' or 'peace' (if the palm is away from the body) or a rather rude dismissal if the palm is towards the body.

2.1.6 Regulators



Regulators are used to control turn-taking in conversation, for example in the way that as a person completes what they are saying, and they may drop their arms, whilst a person wanting to speak may raise an arm as if to grasp the way forward.

2.1.7 Affect displays



Gestures can also be used to display emotion, from tightening of a fist to the many forms of self-touching and holding the self. Covering or rubbing eyes, ears or mouth can say 'I do not want to see/hear/say this'. Holding hands or the whole body can indicate anxiety as the person literally holds themselves. Self-preening can show a desire to be liked and can indicate desire of another.

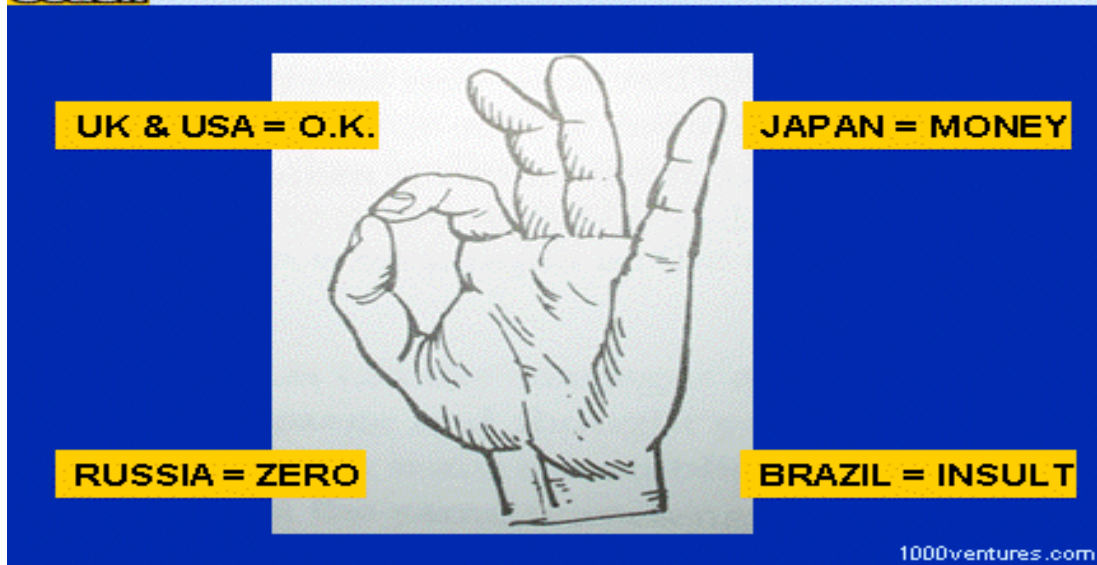
2.2 Cross-Cultural Differences of Hand Gesture

Cross-cultural communication can be both challenging and rewarding. The challenge comes from understanding gaps in verbal and nonverbal communication patterns. Communication patterns can vary widely across cultures. The rewarding part of cross-cultural communication is the warm feeling you get when you convey a message and know that it is understood.



Cross-cultural Communication

An Example of Different Meanings of the Same Gesture



You may think of this as a simple gesture, but he committed a major error. Instead of his palm facing outwards, it faced inwards. The meaning of this hand gesture in Australia meant he was asking the crowd to go screw themselves! A grave error committed by the then most powerful man in the world. Therefore, it is very important to understand the meanings of gestures before you travel to different countries.

Before you communicate with people in different cultures, you need to understand the meaning of gestures. Those considered as a good gestures in one country may be termed as an offensive gesture in some countries. So, if you are a frequent flier to different countries, improve your communication skills by learning the meaning of hand gestures. The following paragraphs contain some information related to the meanings of common gestures.

The meaning and significance of hand gestures can differ from one culture to another. Although people and cultures tend to interpret them in their own way, there are still some gestures which hold universal meanings, that is they mean the same everywhere in the world. In this write-up, I have listed some of the most widely used hand gestures. You will be surprised to know that some gestures that you perform almost casually have a really different meaning in different cultures.

2.2.1 V-sign



Raise your index and middle fingers, and separate them so as to form the alphabet "V". Show it to people with your palm facing outwards, and you are showing them the sign of victory. This gesture was used widely at the time of WWII, in order to symbolize "V for Victory". However, be careful in the UK, Australia, South Africa, Ireland, and New Zealand with regards to whether your palm is facing inwards or outwards. They consider it to be an offensive gesture if your palm faces inwards; mind well, you might be in for some real trouble. In Viet Nam, it is mainly used by the teenager while being taken photo.

2.2.2 Thumb up



The thumbs up sign in most American and European cultures meaning things are going according to your plans or something you approve of. However, the going good sign translates into a rude and offensive gesture in Islamic and Asian countries. In Australia, Viet Nam, it means OK or good, but if you move it up and down, it is considered as a grave insult.

2.2.3 Thumb down



The thumb down sign obviously means the opposite of a thumb up sign. It is an indication of something that is bad or something that you do not approve of. It also indicates that something or someone has failed. The thumb down sign is not used as often as the thumbs up sign. This is a rude hand gesture and an arrogant way to indicate failure.

2.2.4 Crossing finger



Crossing of fingers is considered as a sign of wishing for good luck or fortune. It also may interpret that someone is hoping for something good to happen. The cross may have originated from the Pagan symbol that means to ward off evil. Many times people cross their fingers before telling a lie, as it is believed to countervail the evil that comes of the lie. It is a positive and negative symbol as it interprets either luck or lies.

2.2.5 Palm facing towards



When one raises the hand up with the palm facing towards the opposite person, it means 'to stop' in America and British countries. In a stop sign, the hand is tilted forward. This means the person is in an authoritative figure and asking one to 'Stop'. If the fingers are pushing down, it will indicate that the gesture is indicated for the person to sit down or settle. This is not a defensive hand gesture and is in fact a gesture to take control over the person it is intended for. If you were to use this sign in Singapore or Malaysia, it would mean that one is trying to 'hail' someone's attention like a waiter or asking for permission to speak.

2.2.6 Index finger down



There is one common meaning of this hand gesture in different cultures. This hand gesture is commonly used by mothers and teachers. This hand gesture is used to warn a single individual. It is a way to silent an individual and ask them to pay attention. This is considered as a rude gesture in a professional environment and termed as a domineering behavior.

2.2.7 Palm Stretch



While talking to a friend, you may open your palm and stretch out your fingers. But, if you were in Greece, the same gesture would be considered as a traditional manual insult. It means that you are thrusting your hand in the face of the opposite person and using a brash 'na'. This suggests that you are asking the person to 'eat shit' and leave you alone. The Moutza in American terms is similar to the hand gesture that means 'talk to the hand'.

2.2.8 Dog call



The dog call is a gesture where you curl your finger and summon someone towards you. This movement is mostly seen carried out by a tempting woman to her man. However, do not use this seductive hand gesture in Philippines. This is because this is one of the worst forms of hand gesture that is to be used only for dogs. This hand gesture could get you arrested in Philippines or maybe even punishable by breaking your finger, so that you never ever attempt to try this offensive gesture again. In Asian countries like Japan, the dog call is considered a rude gesture. In Singapore, it is indication of death.

2.2.9 Ok sign



The Okay or A-OK or O.K sign is mostly considered one of the good hand gestures. The hand gesture is used by curling the index finger over the thumb and the remaining fingers extended above them. This means that everything is good, well or OK. Also, this sign is usually used by divers to indicate all is well or OK as the thumbs up sign means ascending. However, in Latin America and France it is considered as an insulting sign as it is thought to mean 'your anus' and has negative connotations attached to it. In Australia, it means zero and in Germany it may mean a job well done or an

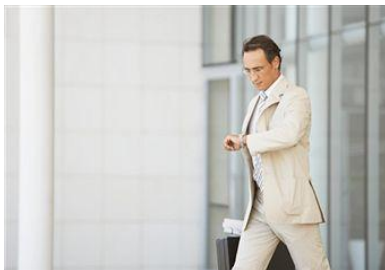
offensive insult depending on the region you visit. In New Zealand, this sign is not used much and considered a cheap way of saying OK. In Turkey, the OK sign means one is a homosexual.

2.2.10 Snapping fingers



Snapping fingers over and over may mean one is trying to remember something someone has forgotten. In Latin America, snapping fingers means asking one to hurry up. In Great Britain and America, one snaps fingers when one remembers something or gets an idea. However, in many cultures, snapping fingers close to someone's face is considered to be an offensive gesture.

2.2.11 Wrist watch



Many times when one is getting late or wants to indicate running out of time, they tend to watch their wrist. This is despite the fact that they may or may not be wearing a watch on the wrist. This is a subconscious gesture to indicate an end of conversation or a subtle way that one should take leave. However, do not attempt this gesture in Middle Eastern countries. It is believed that once a conversation starts, it should be allowed to take its time to complete. Gesturing to end the conversation is considered a rude insult.

2.2.12 Pointing finger



Pointing fingers normally mean indicating some person or some object. Extending the index finger to point something is probably the most common hand gesture. You will also find babies pointing their fingers at objects they want. In America and European cultures, it is considered rude to point fingers at others. This hand gesture is an indication of a dominant - to - subordinate behavior in the professional world. It is

considered a gesture to single out an individual from a crowd. This aggressive signal is not liked by many, as no one likes to be singled out.

2.2.13 Corona



The corona is a hand gesture that is carried out by pointing the index and pinkie finger upwards and the two middle fingers and thumb curled towards the palm. This hand gesture is considered as the symbol of the devil in many cultures. The two pointing fingers indicate the horns of the Devil. This symbol is used the University of Texas to symbolize 'the Longhorn', their university mascot. The corona is also widely used by rock stars in as a positive hand gesture. This is also one of the good hand gestures in different cultures like Buddhism and Hinduism. This gestures means the Karana Mudra used to dispel the evil. In the Mediterranean, it an old symbol that means 'cuckold', that is, your wife is cheating on you.

2.2.14 Fig



The fig is a gesture that is indicated by a fist. The thumb is seen poking out of the index and middle fingers. This gesture is known as mano fico or fig hand in Roman. This is one of the good hand gestures, as it indicates good luck and fertility and a way to ward off the evil eye. However, the fig is considered a gesture that mimics the female vulva in Italian. Thus, this is a very offensive gesture to the Italians and Turks. If this gesture is carried out by a person of Asian origin, it roughly translates as 'screw you'.

2.2.15 Chin flick



The Chin Flick (Belgium, France, Northern Italy, Tunisia) This means “get lost” (in more aggressive language). To perform this, you brush the hand under the chin in a forward flicking motion. It’s an insulting brush off people typically use in arguments.

2.2.16 Idiota



Idiota (Brazil): This basically means “Are you an idiot?” You put a fist to your forehead while having a comical overbite. It takes a little artistic flair and skill to pull off correctly, but it could result in some laughs if you’re in good company.

2.2.17 Moutza



Moutza (Greece, Africa, and Pakistan): This is an aggressive, complicated gesture that means “to hell with you.” It is basically pantomiming rubbing dirt or other disgusting substances in the face of your enemy.

2.2.18 Five father



Five Fathers (Arab countries, Caribbean): This insult implies that you have a disgusting family upbringing. This is a particularly insulting gesture in Saudi Arabia. If you’re washing your hands (or are an antsy person) be careful of this gesture.

2.2.19 Pepper mill



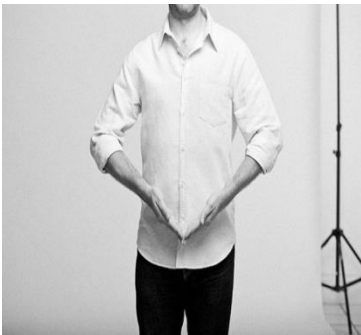
Pepper Mill (Southern Italy): The pepper mill insinuates that a person is crazy. If you're asking for more pepper at a restaurant, be careful!

2.2.20 Corna



Corna (The Baltics, Brazil, Colombia, Italy, Portugal, Spain): This gesture means that your wife is unfaithful, a deep insult to a man. It's VERY close to the American sign for "love" or even "rock on." This gesture's meaning varies greatly from country to country, so you might want to avoid it altogether when traveling.

2.2.21 Write-off



Write-Off (Greece): This means that you are ignoring the person you are talking to. It's a pretty simple gesture, so it's easy to accidentally do during conversation.

2.2.22 Cutis



Cutis (India, Pakistan): This gesture means "I don't care for you or your whole family," basically. You could insult your foreign host's entire family with this little movement. You could even be thrown out on the street.

2.2.23 Tacano



Tacaño (Mexico, South America): By banging your elbow on a table at dinner, you could insinuate that your companion is stingy. If you have a habit of putting your elbows on the table while you eat, you might want to avoid doing so while traveling.

2.2.24 Fishy smell



Fishy Smell (Southern Italy): This insult is one we could understand, as it means the phrase “this smells fishy,” or “something’s fishy.” That means you find someone or something untrustworthy, or that you’re not going to let someone take advantage of you.

2.2.25 What is the time?



As for Dr. Peter Collett, former Oxford Don and authority on hand gestures, 98% correctly recognized this gesture for querying the time. “Colloquial gestures are heavily shaped by culture either because they are symbolic and are therefore amenable to different interpretation or because they mimic action

that vary cross culturally”

2.2.26 Holding 3 fingers



In Thailand, holding three fingers may make you be arrested for this action which mean totally opposite to the government

2.2.27 Holding forefinger



In Egypt, action of holding forefinger close together may be understood as a provocation to a certain sexy girl

2.2.28 Burgers



Burgers might have spread around the world but chewing down on one with both hands certainly hasn't. Don't eat anything with your left hand in Muslim countries or in India. That part of the body is used for an entirely different function in such places, one people don't want to be reminded of when eating. The left hand really is a poor relation of the right in these parts of the world; you should also avoid gesturing or shaking hands with it. As a curious variation, if their right hand is wet or dirty Senegalese people will offer their right wrist for a handshake or their left hand, but with an apology. Clearly, if you're left-handed and want to travel widely, it may be time to retrain or ask for a fork.

2.2.29 Hold hands



Young boys can hold hands without comment in Australia, but grown men? It's probably a sign that they're partners, although traditional values being what they are, still not a common one. However, such Western views may represent a minority worldwide. It's quite unremarkable to see two male chums walking down the street holding hands, or arm in arm, in India and in Muslim and African lands.

2.2.30 F*ck you



One of the most offensive and rude hand gestures around the world is the middle finger. The middle finger-pointing upwards is considered as an obscene gesture. In some Mediterranean and Arab countries, holding the index finger instead of the middle finger implies the same obscene gesture.

These examples are the most common hand gestures which are being used in all around the world. Before you communicate with people in different cultures, you need to understand the meaning of gestures. Those considered as a good gestures in one country may be termed as an offensive gesture in some countries. So, if you are a frequent flier to different countries, improve your communication skills by learning the meaning of hand gestures.

CHAPTER 3: CULTURE SHOCKS CAUSED BY HAND GESTURE AND SUGGESTION TO AVOID

3.1 Culture Shocks:

Cultural shock is caused by the anxiety resulting from losing all our familiar signs and symbols when we move to a new environment” (Oberg, 1958)

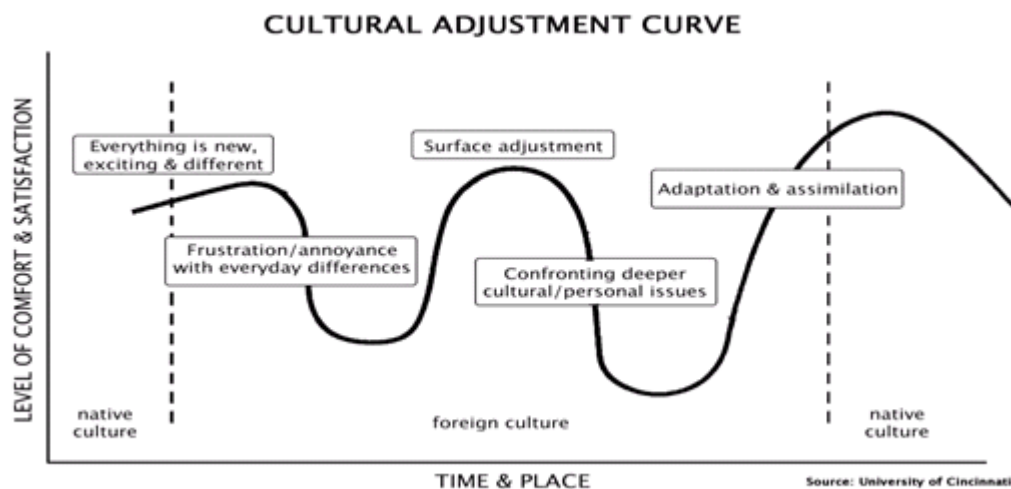
Culture shock exactly means the impact you may feel when you enter a culture very different from one to which you are accustomed. The term, culture shock, was introduced for the first time in 1958 to describe the anxiety produced when a person moves to a completely new environment. This term expresses the lack of direction, the feeling of not knowing what to do or how to do things in a new environment, and not knowing what is appropriate or inappropriate. The feeling of culture shock generally sets in after the first few weeks of coming to a new place.

We can describe culture shock as the physical and emotional discomfort one suffers when coming to live in another country or a place different from the place of origin. Often, the way that we lived before is not accepted as or considered as normal in the new place. Everything is different, for example, not speaking the language, not knowing how to use banking machines, not knowing how to use the telephone and so forth.

The clearest symptoms of cultural shock are that you may get headaches, fatigue, loss of appetite, diarrhea, anger, frustration and so on.

Stages of Cultural Shock can be illustrated by a model known as the “W” curve. This model may not relate to your experience or only partially. Sometimes, the processes faster or slower. Many people go through different phases of the process of adjustment several times, so parts of the curve in the diagram may repeat themselves. For instance, at significant times such as important family dates or festivals you may feel distressed or lonely, while at other times you feel quite settled. However, many people have reported that

this model has reflected something of their experience and they have found it helpful to realize they are not the only ones to have had these feelings.



Audrey Camp Expatriating: Culture Shock, September 1, 2013

The process can be broken down into 5 stages: *The “Honeymoon” stage* - When you first arrive in a new culture, differences are intriguing and you may feel excited, stimulated and curious. *The “Distress” stage* - A little later, differences create an impact and you may feel confused, isolated or inadequate. *The “Re-integration” stage* Next you may reject the differences you encounter. You may feel angry or frustrated, or hostile to the new culture. *The “Autonomy” stage* Differences and similarities are accepted. You may feel relaxed, confident, *The “Independence” stage* Differences and similarities are valued and important. You may feel full of potential and able to trust yourself in all kinds of situations.

3.2 Culture shocks caused by Hand gestures

Like other forms of language, nonverbal communication is not the same in all cultures. For example, sociological research done at the micro level documents that people from various cultures differ in the degree to which they touch others during the course of normal social interactions. Even experienced travelers are sometimes caught off guard by these differences. In

Saudi Arabia, a middle-aged man may want to hold hands with a partner after closing a business deal. In Egypt, men walk hand in hand in the street; in cafés, they fall asleep while lounging in each other's arms. These gestures, which would shock an American businessman, are considered compliments in those cultures. The meaning of hand signals is another form of nonverbal communication that can differ from one culture to the next.

When an individual enters a strange culture, all or most of these familiar cues are removed. He or she is like a fish out of water. No matter how broad-minded or full of good will he may be, a series of props have been knocked from under him. This is followed by a feeling of frustration and anxiety. People react to the frustration in much the same way. First they reject the environment which causes the discomfort: "the ways of the host country are bad because they make us feel bad."



Although related to culture shock and ethnocentrism, unawareness of differences in cultural values is a distinct and common cause of unprofessional behavior for international volunteers. Culture shock is a holistic reaction to unfamiliarity, and ethnocentrism deals with subconscious assumptions of superiority. Value differences, on the other hand, refer to

cultural moral codes; when a naïve volunteer violates such a code, he or she can easily upset local health professionals, coordinators, supervisors and patients.



This is one of the most famous evidence for culture shock cause by hand gesture. On Inauguration Day 2005, President George W. Bush raised his fist, with the index and little finger extended, to give the time honored hook 'em horns gesture of the Texas Longhorn football team to the marching band of the University of Texas. Newspapers around the world expressed their astonishment at the use of such a gesture. Italians refer to it as "il cornuto," which means that you are being cuckolded (that is, that your wife is cheating on you!). It's considered a curse in some African countries, and is clearly an offensive gesture in many other parts of the world.

The following evidences of cultural shock caused by hand gestures which I collected from my friends' story who are now living in many countries

Steve S in Chandigarh, India

I walked into the home of a local family; my friends suddenly bent down and touched the feet of the other friend's mother. At first I did not know he was doing anything and wondered if I should do the same or just stand alone. Much later when he explained, I understood that: The touching feet of elders as a gesture of respect

Lina Z in Padang, Sumatera Barat, Indonesia

Just arrived to Indonesia, I had the first meal with friends from the local AIESEC. I'm a left-handed person, I eat with my left hand.... People stared at me in surprise. Why was that? It turned out that in Indonesia, would be very rude when you use left hand to eat, wave, pay, shaking hands and so on... It is

indeed very difficult for me, but after 2 months I have become accustomed to using the right hand to most things.

Luân in Tokyo, Japan

I was sitting in a famous restaurant where a large number of foreign people are dining here. I saw an American raised his hand to a waiter, made a sound and said: “Check”. He seem didn’t understand at all, this made the American got angry. He said: Hey don’t you understand? I said “Check”. The waiter still had no reaction. He jumped out and shouted at the waiter’s face and said: Are you deaf????” Then, the manager came out and explained: “Sorry for the inconvenience, but you seem not to know the etiquette in Japan. We don’t raise hand and talk with these postures. You should say: Could I have the bill please or Please have a check for me” with more proper attitude. Remember, this is Japan, not America, please”. The manager’s saying made me call out an idiom: When in Rome, do as the Romans do. It’s quite a little bit of culture shock, right?

3.3 Suggestion to avoid culture shock caused by hand gesture



SUCCESSFUL CROSS CULTURAL COMMUNICATION TAKES WORK

There is no solution to culture shock except to try to learn the culture, and the way to do that is to watch and listen while withholding judgment for a while. Be careful of what you say and do, because it is easy for others, not knowing your culture, to misunderstand you. In time, you will learn the other culture and then you can participate at ease.

What are strategies and helpful hints for coping with culture shock? Remembering the following facts will help: Culture shock doesn't come from a specific event. It is caused by encountering different ways of doing things, being cut off from cultural cues, having your own cultural values brought into question, feeling that rules are not adequately explained, and being expected to function with maximum skill without adequate knowledge of the rules.

Therefore, strategies for coping include the following:

Know as much as possible about your host country (preferably before you go, but once there depend on the host nationals to help). Find logical reasons for cultural differences. Many have evolved over time for very specific purposes that are no longer apparent.

Don't disparage your host culture. Spending time with other Americans bashing your host country will only exacerbate the problem and won't help you adjust. Identify a host national whom you trust and discuss your feelings. Spend time with those from the country and talk about your experiences. Give specific incidents, tell how you would do something at home and ask what you must have missed in a particular encounter. Have faith in yourself that you will survive and cope and have a positive experience. This faith in yourself that you have the drive and energy to learn about a new culture will inevitably pay great dividends and make for the remarkable experience it should be.

Simply understanding that this is a normal experience may in itself be helpful.

Keep in touch with home. There are several ways you may be able to do this: for example telephone, letter, fax, email. Several telephone companies offer greatly reduced charges for international calls. If you live close enough to travel home at weekends, it is a good idea not to go home too often as this will make settling more difficult. Once or twice a term is probably best. Newspapers and satellite TV will also be an option for some people, again, see what is available for international students in your college or university.

Have familiar things around you that have personal meaning, such as photographs or ornaments. Find a supplier of familiar food if you can. Your student adviser or a student society may be able to help. Eat a healthy and balanced diet. Take regular exercise. As well as being good for your health it can be a way of meeting people.

Make friends with international students, whether from your own culture or from others, as they will understand what you're feeling and, if possible, make friends with the local students so you can learn more about each other's culture. Be prepared to take the first step and find activities which will give you a common interest with UK students e.g. sports, music or volunteering. Take advantage of all the help that is offered by your institution. In particular, the orientation programmed offered by most colleges and universities can be a valuable way of meeting people and finding out about things that can help you.

Use the university or college services, where there will be professional and experienced staff. For example the health service, the counseling service, the International Office or hall wardens will provide a friendly, listening ear. Even if at home you wouldn't consider such steps, in the UK it is quite normal and they may help when your familiar helpers are missing. If you are finding settling down difficult, your personal tutor probably also needs to know. She or he may be able to help, particularly with adjusting to a different academic system.

For some students linking with a faith community will put you in touch with a familiar setting, whether it is a church, mosque, synagogue or temple. Many universities have a chaplaincy in which several faiths may be represented. There may also be religious student societies. Many chaplaincies welcome students of all faiths for pastoral or social activities.

Investigate the Students' Union and its societies. There may be an opportunity to learn a new sport or activity or continue an interest from home. A further advantage is that these societies bring together students from different courses

and countries with a shared interest. There are often national societies that will celebrate significant occasions such as Chinese New Year or Thanksgiving. For UK students, student societies can be one of the many ways of making new friends. Above all find some one to talk to who will listen uncritically and with understanding, rather than isolating yourself.

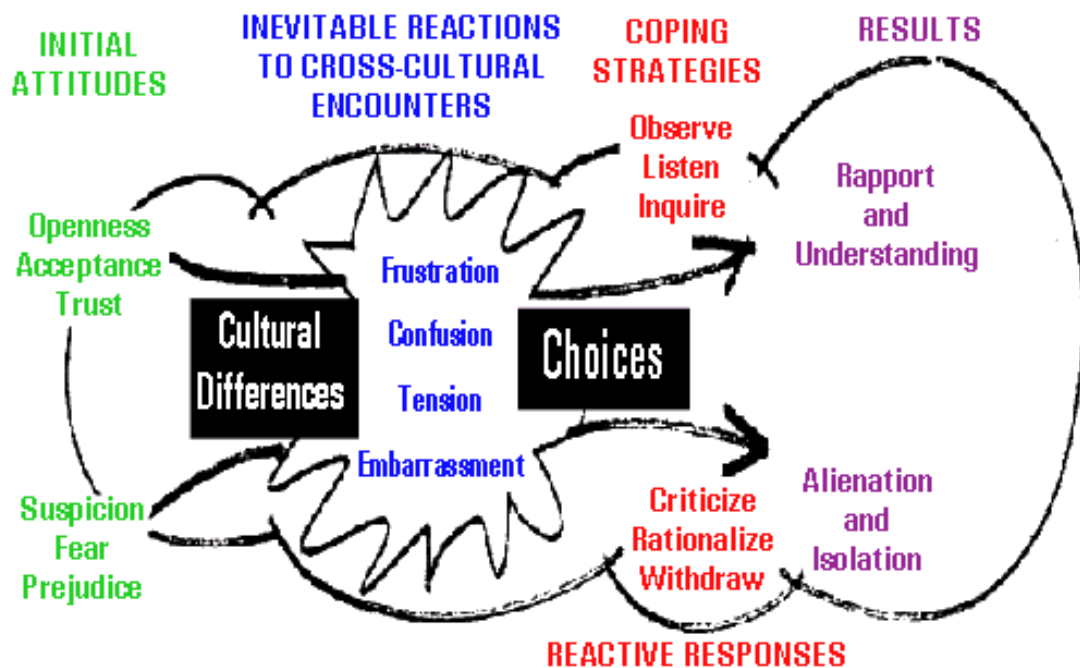


Diagram is used by permission from Duane Elmer's *Cross-Cultural Connections* (Downers Grove: InterVarsity Press, 2002), 72

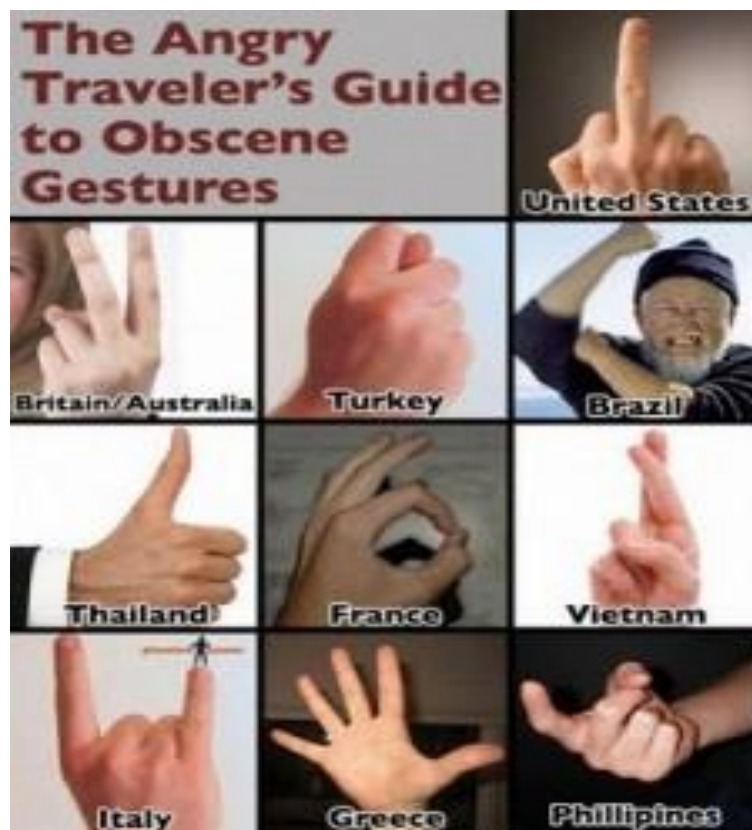
Success leaves clues, or in some instances, the lack of success leaves clues! Gestures are one of the first things to come to mind that can cause a major cultural faux pas. They can quickly sabotage anyone, including the most savvy business professionals. People from every culture, including various country leaders and several U.S. presidents, have been guilty of unintentionally offending people from different cultures through the use of inappropriate gestures. When it comes to body language gestures, the wisest advice might be to *keep your fingers to yourself!*

When it comes to body language gestures in the communication process, the important thing to keep in mind is that what we say, we say with our words, tonality, and body language. Our body language often conveys more than the words we use. At times, it can completely change -- or even nullify -- our

words' meaning. Almost every gesture using fingers is sure to offend someone, somewhere, at some time. As a rule of thumb (no pun intended!), it is best to avoid using any single finger as a gesture -- unless you are absolutely sure it is appropriate for a particular culture or country. Open-handed gestures, with all fingers generally together, are usually considered the safest approach. There are countless additional gestures that mean something different in every culture. Gestures have such a profound influence on communication that it really is best to *keep your fingers to yourself!*

In conclusion, it is important to stress that culture shock is entirely normal, usually unavoidable and not a sign that you have made a mistake or that you won't manage. In fact there are very positive aspects of culture shock. The experience can be a significant learning experience, making you more aware of aspects of your own culture as well as the new culture you have entered. It will give you valuable skills that will serve you in many ways now and in the future and which will be part of the benefit of an international education.

Finally, this is some common rude hand gestures in various countries you must remember carefully.



Gagnamite. *The Angry Traveler's Guide To Obscene Gestures*. May 18, 2013

PART III: CONCLUSION

1. Overview of the study

Being one of HPU English major, from facing a lot of difficulties in communicating with the foreigner while using non-verbal communication, specifically hand gesture, I decided to carry out the study with the hope of finding some ways to help avoiding the trouble when people use it.

The study includes three main parts. Part I is the introduction of the research which introduces to the reader the basic information why this thesis is fulfilled and how it is conducted and what is conducted for. Part II is the development of the thesis including three chapters. The first chapter provides reader an overview of theoretical background on which this study based on. They include the definition of verbal and non-verbal communication, its types and features. The second chapter introduced a cross-cultural study on hand gestures, they present the definition of hand gesture, its roles and the benefits and limitations of it. Moreover, in this chapter, the cross-cultural communication based on many common sign of hand gestures in various countries is defined clearly. The last chapter presents the definition, symptoms, also stages of culture shock. It also includes these examples of culture shock caused by hand gesture, even more, gives out many suggestions which I found to help everyone cope with these troubles.

2. Limitations and suggestion for further study

In any research paper, limitations are unavoidable. The study presented is of no exception.

Firstly, the difficulties I found out in the study are just based on a little of my experiences, the last belong to my friends and the other people who is sharing experiences in books and via internet.

Secondly, everyone should acknowledge that non-verbal communication or which I mainly present in this paper is hand gestures signs are complicated in all around the world, it has no fixable rule or form because it is created to help people communicate with each other more easily and people's concepts of hand gestures are difference in many places, many cultures...

Thirdly, with the aim of overcoming such limitations, there should be a qualitative research for further study. The qualitative could provide stronger evidence by drawing on the notes produced by further study from now. The suggestions through prove to be useful and effective; they are likely to be subjective and incomplete. There should be some more techniques and activities to help every people in general make good communication in hand gestures. Besides the whole process should be supervised by a professor in hand gestures communication who have the ability to give specialized evaluations and recommendations.

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APPENDIX

No.	Hand Gestures	Unacceptable Country
1	V-sign	UK, Australia, South Africa, Ireland, new Zealand...
2	Thumb up	Islamic, Asian countries...
3	Thumb down	Almost all countries
4	Crossing finger	Vietnam...
5	Palm facing forward	None
6	Index finger down	Almost all countries
7	Palm Stretch	Greece, American...
8	Dog call	Almost all countries
9	Ok sign	Latin America, France, Germany, New Zealand, Turkey...
10	Snapping finger	Some countries
11	Wrist watch	Middle Eastern countries
12	Pointing finger	Almost all countries
13	Corona	Some countries
14	Fig	Italy, Turkey
15	Chin flick	Belgium, France, Northern Italy, Tunisia
16	Idiota	Brazil
17	Moutza	Greece, Africa, Pakistan
18	Five father	Arab countries, Caribbean
19	Pepper mill	Southern Italy
20	Corna	The Baltics, Brazil, Colombia, Italy, Portugal, Spain
21	Write-off	Greece
22	Cutis	India, Pakistan
23	Tacano	Mexico, South America

24	Fishy smell	Southern Italy
25	What is the time?	None
26	Holding three finger	Thailand
27	Holding forefinger	Egypt
28	Burgers	India
29	Hold hand	India, Muslim, African, Australia
30	F*ck you	All countries