

SUMMARY

This study investigates language varieties, non-verbal behaviour and language attitudes as cultural barriers which inhibit successful communication between Blacks and Indians at Durban Institute of Technology. The investigation reveals that Indians and Blacks often misunderstand each other. Sometimes these groups feel misunderstood because they use different varieties of English. To compensate for these differences, participants use non-verbal strategies. However, non-verbal behaviour is culturally determined and people tend to transfer it to intercultural situations. One finds that this transfer leads to miscommunication and negative stereotypes. Furthermore, non verbal behaviour which does not meet the politeness criteria leads to negative attitudes and strained relations amongst peers and supervisors. The study suggests these solutions: the introduction of intercultural awareness campaigns for all employees and Zulu conversational skills for all Indians. For the whole South African community, the spirit of *ubuntu* should be cultivated between all racial groups to foster mutual respect.

DECLARATION

I declare that **An investigation into Cultural Barriers in intercultural communication between Blacks and Indians at Durban Institute of Technology** is my own work and that all sources that I have used have been indicated and acknowledged by means of complete references.

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Signature

Miss T Dlomo

.....

Date

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KEY WORDS

1. Barrier

2. Communication
3. Culture
4. Ethnocentrism
5. Hindu culture
6. Intercultural communication
7. Language attitude
8. Language variety
9. Miscommunication
10. Misinterpretation
11. Muslim culture
12. Non-verbal behaviour
13. Stereotypes
14. Zulu Culture
15. Xhosa culture

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