Answers in the Key Module 3 Task 20 Video 10:

Ad. 1. In Eastern Europe short and straightforward answers of Yes/No are quite common. Do not interpret them as rude. This is just the way Lithuanians communicate.

Ad. 2. A clear "no" usually means they can't help you, while "yes" is a simple affirmative. Tone of voice and intonation pattern (e.g., "yes?" or "no?" with a rising intonation) may show they're processing the question. Sometimes, "no" is used to mean "yes" in certain contexts (e.g., "No, you should come" means "Yes, it's okay")

Takeaway:

Eastern Europeans' direct communication isn't rude—just cultural. Don't overinterpret "yes" or "no."