

Social psychology course

# INTERCULTURAL RELATIONSHIPS

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# SUMMARY

1. What is culture ?
2. The challenges of intercultural relationships
3. How to improve intercultural relationships ?
4. Conclusion
5. Kahoot, introduction to interculturality



# 1. What is culture ?

## A. Definitions

(The customs and beliefs, art, way of life and social organization of a particular country or group.)

-Oxford dictionary

(The way of life, especially the general customs and beliefs, of a particular group of people at a particular time.)

-Cambridge dictionary

# 1. What is culture ?

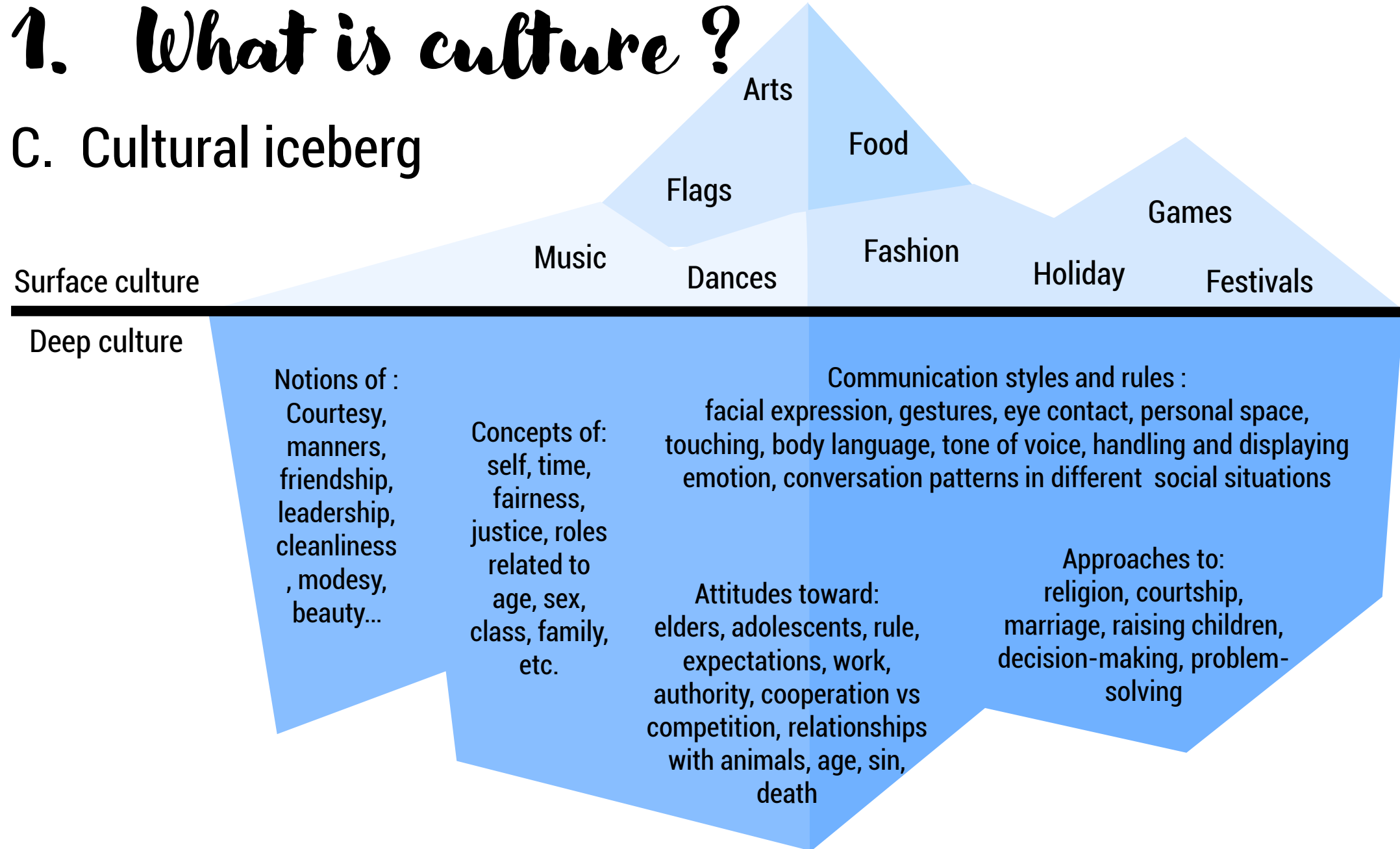
## B. Culture is...

...connecting people	It is usual to oppose culture and nature. Culture is shared with all human beings. In opposition to « natural » things, it is what people produce. Culture is acquired and nature is inné.
...based on circumstances	It is based on past circumstances. They led people to habits and thought they may not be conscious about.
...plural	It can never be known by one individual. Each individual possesses a different cultural status (national, regional, work, job, individual, etc.)
...incarnated	It is transmitted by individuals. They assimilate a culture, reproduct it and evolve it.
...developing values	It vehiculates notions of bad and good. Rules dictate attitudes we must have to live in society.



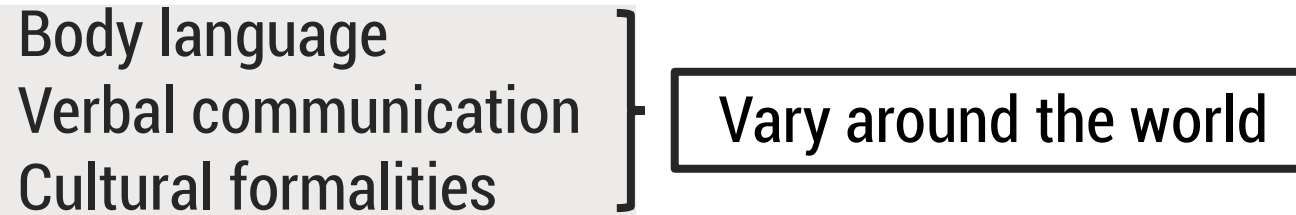
# 1. What is culture ?

## C. Cultural iceberg



## 2. The challenges of intercultural relationships

### A. Generalities



In the work environment

These cultures affect the behavior and  
values of the employees

Important to be able to understand and communicate effectively between people  
from different cultures.

## 2. *The challenges of intercultural relationships*

### B. Inaccurate Assumptions in Meaning

Western cultures

Communication is direct  
Meaning is seemingly obvious

Other cultures

Communication is more  
discreet

It can result in confusion within the workplace

## 2. *The challenges of intercultural relationships*

### C. Formality Differences in Communications

In North America, New Zealand,  
Australia

Addressing a business associate  
can be informal

In parts of Europe, Asia

Addressing is formal

It can result in perception of disrespect within the workplace



## 2. *The challenges of intercultural relationships*

### D. Misinterpretations of Body Language

In North America

Eye contact is often used to  
engage interaction

In Japa, Latin America, etc.

Not making eye contact is a sign of  
respect

It can result in confusion within the workplace

## 2. *The challenges of intercultural relationships*

### E. Problems

If these problems are not addressed

Ineffective or lack of communication  
Low employee morale  
Division among employee

### 3. *How to improve intercultural relationships*

#### A. Advantages

Diverse workplace  
makes better  
decisions with  
better outcomes,  
more often than  
non-diverse teams.

Contact Theory  
suggests that  
meaningful contact  
with people of  
different groups  
can diminish  
prejudice and  
intergroup anxiety.

### 3. *How to improve intercultural relationships*

#### B. Take the time to learn

Do your research

Just as you gather important data and talking points for the meeting, do your due diligence on the business and social customs of the people you'll be speaking with. Non-verbal communication is equally important.

Ask questions

The easiest way to avoid miscommunication or offence is to ask questions of the people you're working with. The key is to be respectful and show genuine interest.

Observe and listen

This method not only allows you to deal with conflict in the workplace but also avoid it in the first place.

Learn the language

A few key phrases, including greetings and thanks, can go a long way to showing you're paying attention and want to engage with colleagues in a more personal way. Most importantly, learn how to pronounce everyone's name correctly.

### 3. *How to improve intercultural relationships*

#### C. Practise self-awareness

Ditch your assumptions

One of the first steps to developing cultural awareness is to challenge your assumptions about an entire group of people. You may not even realize that your knowledge of another country is based entirely on unreliable sources.

Avoid a superiority complex

As you're making an effort to understand other cultures, remember to treat those cultures as equal to your own. Everyone is tempted to consider their own way of doing things as superior.

Watch your language

When communicating with people of the same background, we often lapse into shorthand, idioms and jargon. Be especially aware of long-established phrases that could even be deemed offensive.

### 3. *How to improve intercultural relationships*

#### D. Seek assistance

Try diversity training

Many organisations offer both online and in-person intercultural training options for individuals and companies.

Create multicultural teams

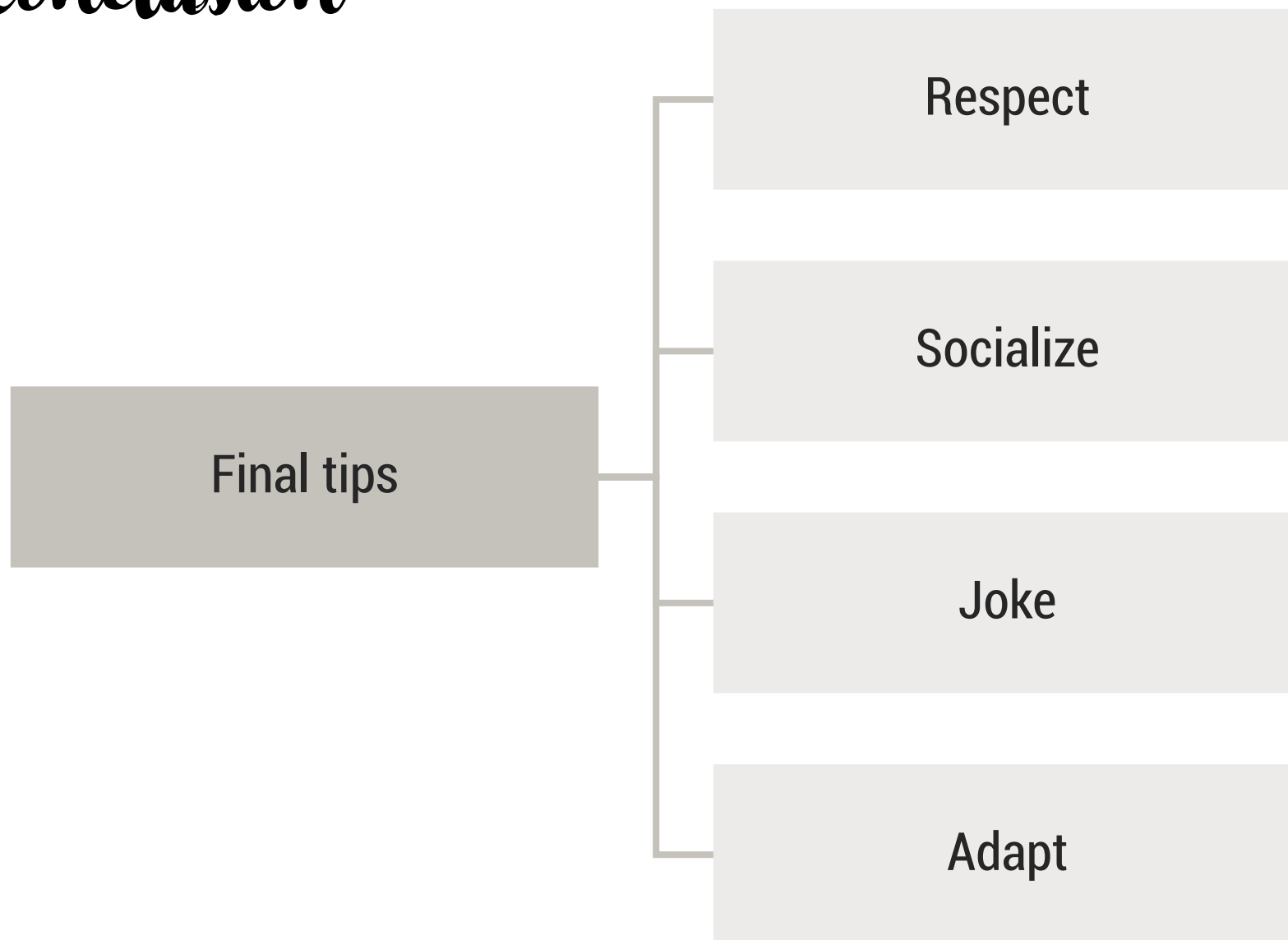
It's much easier to be sensitive to the workplace styles of different cultures if you include people of different cultures in decision-making.

Use social media

One of the most significant aspects of social media is the opportunity it provides for connecting people all over the world. This can be an excellent resource for learning about other cultures in a more informal and organic way.



## 4. Conclusion



## 4. Kahoot, introduction to interculturality

It's

# Kahoot!

time

[www.kahoot.it](http://www.kahoot.it)