

Articulation

Art of Articulation

- 1) How to conduct meeting
- 2) How to behave in the meeting
- 3) How to set the agenda in the meeting
- 4) How long meeting should take

Topics:

- 1) Definition of Art of Articulation
- 2) Meeting across locations and cultures
- 3) Intercultural skills and project delivery
- 4) Risks to embrace when working in multicultural

Teams

- 5) Handling disruption in multicultural sensitive teams
- 6) Communicate effectively in global teams
- 7) Types of cultures
- 8) Types of orientation
- 9) Types of thinking
- 10) Decision making
- 11) Proximity types
- 12) Types of nature
- 13) 6 'Cs' of a story

Meeting across location and cultures

1) Agenda → Meeting without agenda seems unprofessional.

2) Language of Meeting → For some the language of meeting might not be the first language.

3) Duration of Meeting → Factor in buffer time

Meeting @ 10:00 AM rigid time → Correct time (local)

window of time → 10:00 - 10:30 AM

Prepared meeting → 9:45 AM

Attempt to improve productivity

1) Don't be hasty to judge

2) Be Empathetic

3) Be Careful for word you choose

4) Use humor carefully

5) Show empathy for people from different time zones

6) Rotate time zones

7) Praise According To Culture

Time Zones

Time zones & Daylight Saving Time

Normal → USA to India → 10:30 min

Daylight → USA to India → 9:30 min

Intercultural agility

- It is ability to work efficiently different culture settings in today's increasingly complex business environment
- Intercultural competence is the key skill that makes one culturally agile
- It allows a person to recognize
 - recognize one's own culture
 - recognize the similarities & differences in a different culture
 - use empathy to deal with differences.

Cognitive flexibility

- It is the ability to shift perspectives. This helps to understand how others look at the world.

- A flexible mindset is one by the word of the D.J. Most are too focused in too structured settings.
- Ability to be flexible with work, dress, schedule and thinking.

Uncertainty and Ambiguity

- willing to take risks.

Individualism Collectivism

Egalitarianism Hierarchy

Type of Communication

Direct Communication: (low-context culture) <

- People feel free to express their opinions and to disagree
- Both honest and direct feedback given
- Feedback and decisions exchanged

→ Conveying a message clearly and explicitly (e.g. illustrating the report by PPTs)

→ Indirect Communication: (High-context cultures)

- People express their opinion & disagree only with those whom they trust.
- Constructive feedback is given indirect.

→ Conveying a message implicitly (Ex- It would be great if we could get the red by the end of 5 PM.)

- People feel free to express their opinion & to disagree.

- Both honest and direct feedback is given.

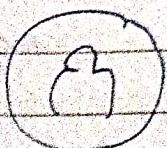
- Feedback and debate are encouraged.

→ Formal Communication: (Explicit Communication) → clear, standard and direct

- Supervisor, Manager, Technicians

- This is a careful differentiation between speech for intimates & outsiders or supervisors.

- Language is often expressive.



← Manager (Formal Communication)

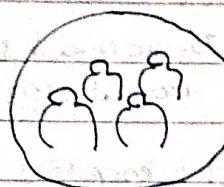
→ Informal Communication:- (Implicit Communication) → Context driven,
Indirect and casual.

◦ Casual Interaction's with colleagues.

◦ There is moderate differentiation
between speech for family members

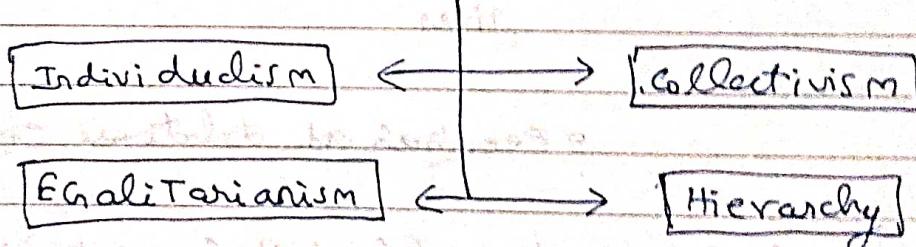
◦ Language is often instrumental.

◦ Gossip and water-cooler talk



→ INFORMAL Communication
(Colleagues, Friends)

Types of Culture



Types of orientation

Monochronic

◦ time is precise, fixed &
scarce.

◦ Punctuality & timeliness
are valued

◦ Time is "Money"

Polychronic

◦ Time is unlimited, fluid
and abundant

◦ Being late may be
expected

◦ Time is "Not Money"

Task oriented

- o Tasks, procedures, plans & agendas.

- o focus on "doing"

- work & personal life are separate.

Relationship oriented

- o Trust, relationships & socialize

- o focus on "being"

- o work and personal life will overlap.

Linear thinking

- o Plans, procedures, schedules of agendas

- o beginning, middle & End to flow.

- o Executing Tasks in step-by-step fashion.

System/Holistic Thinking

- o Initial plans, procedures, schedules and agendas

- o Developing relationships & communication

- o Executing Tasks in Step-by-Step Procedure.

Universal decisionMaking

- decisions are made with objective, fact based attitude
- The same rules & standards apply to everyone regardless of hierarchy or personal relationships

Particularistic DecisionMaking

- decisions are made with subjective factors such as relationships, individual needs and specific circumstances

- Special considerations are given to certain people regardless of the rules.

Past orientedPresent orientedFuture Oriented

- The past acts as reference for planning & decision making

- Plans and decisions are made considering current resources & circumstances

- Product of plan for future.

Private SpacePublic Space

- Personal Space

- Public Space

- prefers to allow greater distance between people

- comfortable with close interactions.

Control Oriented

- o People know if they study hard work hard they can have a successful life

Harmony Oriented

- o People support and help each other so they can have happy and fulfill life

Contract oriented

- o People assert that fate influences their course of their lives.

The Six CT of the Story

Content

Charters

Chain of Events

Coh

Charge

Case to point

Team meeting starts at 10:00 AM

Jyoti : 10:15 AM

Riggs : 10:00 AM

Types of Culture:

① Individualist Culture:

→ Focus on Personal Independence and individual achievement.

② Hierarchical Culture:

→ Emphasizes clear authority, ranks, power and respect for leadership.

③ Egalitarian Culture

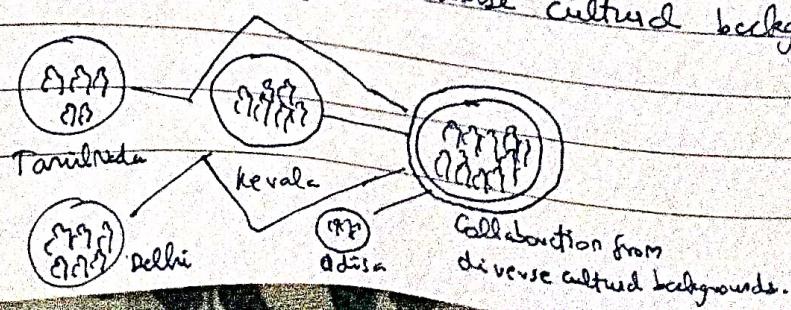
→ Promotes Equality and fairness. Power and responsibility are distributed. Shared decision-making. It involves all members.

④ Collectivist Culture:-

→ Prioritizes group, harmony, family and teamwork over individual goals.

Pluricultural Teamwork

→ Pluricultural teamwork refers to collaboration among individuals from diverse cultural backgrounds.



(iii) Steven Maier → TO behave unfairly

i) Divergent thinking: → Creativity (Multiple Unique Solutions)

- It is a thought process used to generate multiple, unique solutions to a problem.

- Stimulates creativity, brainstorming, and exploring various possibilities.

ii) Convergent thinking: → Implement the best solution (One Solution)

- It is a thought process that focuses on finding a single, best solution to a problem.

- Involves logical reasoning, analysis and elimination of incorrect options.

Multicultural Team:

→ A global company with employees in different countries who work remotely without much cultural integration (Ex - SAPR team)

Intercultural Team:

→ Cross-cultural communication

A project team where members from different countries collaborate daily, share ideas, and adapt to each other's cultural norms to improve performance. (Ex - PataSava team)

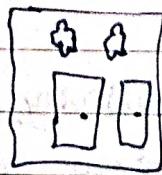
water cooler talks → Refers to informal and casual
communication among employees in a
workplace).

(Ex-- Sports, entertainment, weekend plans, office gossip)

These chats often happen when common areas like:



water cooler



Break room



coffee station

