

- All ears English 1187
- cultural conflict (mainly coming from trying to be comfortable and respectable )
  - Being a curious learner/ go in with a posture of humility
  - put expectations on the table but also explaining the context for the expectations
  - Recognize the cost of inaction
- Five-step for skills of cross-cultural conflict
  - Imagine what a successful conversation would sound like
  - Find ten seconds of courage to pick up the phone, send that email (Set the boulder in motion and lock the gate behind you)
  - Script your critical move
  - Rehearse
  - Do it!