



CROSS CULTURAL

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Program Objectives

(1 of 4)



To journey into the world of multiculturalism.



To comprehend the global aspect of inter-culturalism.



To understand different cultures in this era of global environment.

Program Objectives

(2 of 4)



To see opportunities and innovative strategies in a diverse workforce.



To interact fruitfully with people of unique values and backgrounds.



To comprehend the challenges and opportunities of intercultural negotiation.

Program Objectives

(3 of 4)



To enhance your competitive positioning through understanding the different values of people.



To learn the tips for adaptation in an intercultural environment.



To enrich your organizational strategies and outcomes.

Program Objectives

(4 of 4)



To improve interactivity in a cross-cultural environment.



To understand the religious beliefs and practices that shape behaviors.



To underline stereotypes and prejudices that take place in our understanding of other cultures.

A CHALLENGE



Please write words that relate to
“Culture.”

A Challenge: Words

(1 of 2)

Did any of the following words appear into your definition?

For Culture:

Human Activity



Values



Backgrounds



Particular



Social Groups



Symbolic



Arts



A Challenge: Words

(2 of 2)

Customs

Habits

Cultivate

Characteristics

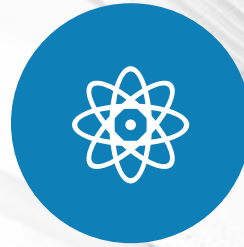
Beliefs

Values

Behaviors



Definition: Culture



A perceptual structure of human activities that include, behaviors, values, arts, beliefs, languages, custom, dress, rituals, manners, religion, laws, morality, and code of honors.

A CHALLENGE



Please write words that relate to
“Cross-Culture.”

A Challenge: Words

(1 of 2)

Did any of the following words appear into your definition?

For Cross-Culture:

Cultural Interaction

Global

Intercultural

Human Activities

Together

Interdisciplinary

Orientation

A Challenge: Words

(2 of 2)

Two or more



Different Cultures



Cultural Spheres



Multiple Cultures



Understanding



Languages



Definition: Cross-Cultural



Interacting with and/or comparing two or more cultures and understanding their values, beliefs, and norms.

Etymology – Cross

- The word “cross” came from the Old English and Old Irish word, “Cros,” which came from the Latin word, “Crux” in the mid-10th century.
- The original meaning was a “stake or cross” on which “criminals were impaled or hanged.”
- The meaning, “to go across” came from c. 1400.


Etymology – Culture

- The word “culture” came from the Middle French word, “culture” and the Latin word, “cultura” in the mid-15th century.
- The original meaning was “a cultivating agriculture.”
- It was not until 1865 that it came to mean “collective customs and achievements of a people.”

CrossCultural

Cross-Cultural Training

(1 of 2)



Provides you the sources,
tips, and techniques.

Allows you to be proficient in
certain skills, competencies,
and/or knowledge.

CrossCultural

Cross-Cultural Training

(2 of 2)

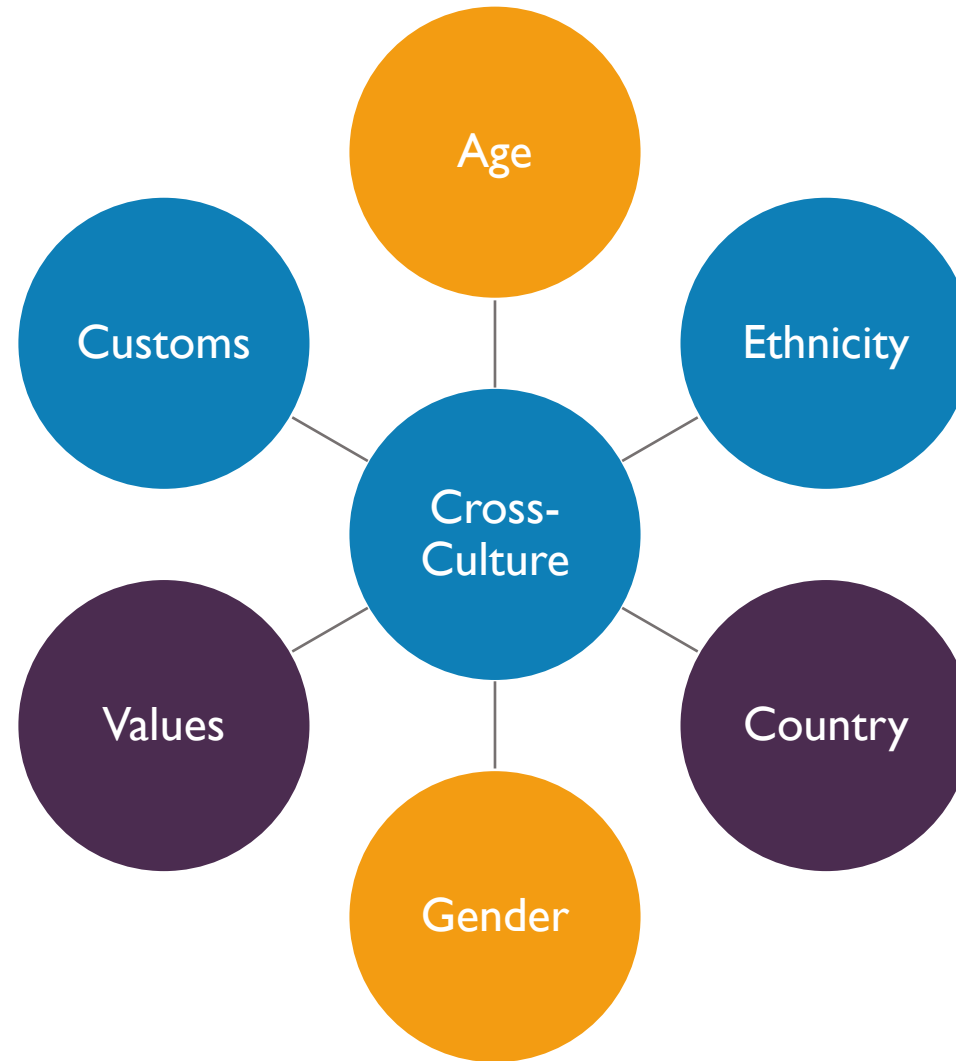


Fosters an understanding of different cultures' values, beliefs, and norms.

ASPECTS OF CROSS-CULTURE



Aspects of Cross-Culture



Aspects of Cross-Culture: Age



Age plays certain roles within different cultures.

Young people are obliged to respect the elderly in most cultures.

Some cultures do not put much emphasis on age and have their own considerations.

Aspects of Cross-Culture: Age



In some cultures, the elderly take the role of advisers or politicians.

In some cultures, the elderly have the most authority.

Some cultures revere elders for maintaining norms and values.

Aspects of Cross-Culture: Ethnicity

Ethnicity is derived from a Greek word, “Ethnos,” meaning “tribe” or “people”.



Ethnic is derived from the ways of living built up by a group of people.



Ethnicity is the characteristics of a person or group, including culture, religion, and language.



Aspects of Cross-Culture: Ethnicity

A territory or state that is politically independent.

A country is one of the identities of a person.


Zambian, Afghan, United States, etc...

Aspects of Cross-Culture: Gender

Gender comprises a range of differences in sexual points of reference, extending from biological to social differences.

Gender roles consist of perceived norms and behaviors within people of different cultures and backgrounds.

Aspects of Cross-Culture:Values



Values include the importance, worth and significance of someone/something.

Cultures have unique values, which interact with the values of other cultures.

Values may include: family, education, work, etc.

Aspects of Cross-Culture: Customs

Beliefs and customs are taught by ancestors and carried out from one generation to the next.

All customs have their own distinct values in different societal contexts.

Cross-Culture: Consideration



By considering the aspects of cross-culture, we better understand our:
Global Environment.

Diversity is rapidly growing in the United States.


The immigrant population accounts for approximately 13% of the United States population.

GLOBAL ENVIRONMENT



Global Environment

(1 of 3)



This is the era of global interactivity.

Countries, businesses, institutions, organizations, and individuals interact nationally and internationally.

The emphasis on cross-cultural understanding is growing.

Global Environment

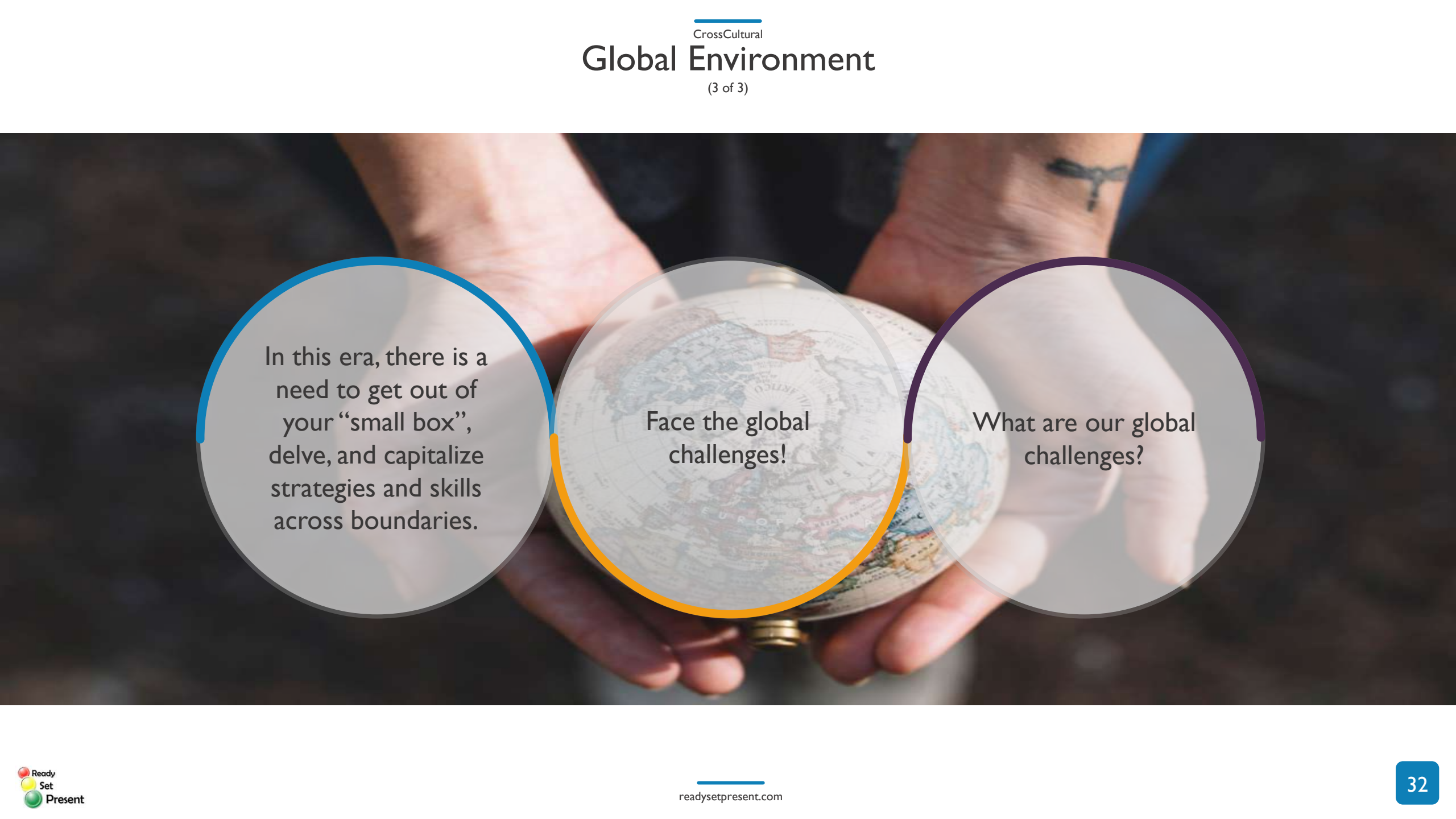
(2 of 3)

Organizational management
no longer runs as usual.

Businesses, organizations, and
institutions are delineating their
management approach on global
perspectives.

Global Environment

(3 of 3)



In this era, there is a need to get out of your “small box”, delve, and capitalize strategies and skills across boundaries.

Face the global challenges!

What are our global challenges?

GLOBAL CHALLENGES



CrossCultural

Global Challenges

(1 of 7)

1
Media

2
Politics

3
Economy

4
People

CrossCultural

Global Challenges

(2 of 7)

Media



The media perpetuate stereotypes and influences our perceptions of different cultures and countries.

People sometimes identify a characteristic about a country/ culture on the media and perceive its relevance to all people or regions.

Stereotypes and prejudices can easily be formed through media.

CrossCultural

Global Challenges

(3 of 7)

Politics



Politics is another major factor that plays a role in our understandings and misunderstandings of other cultures.

It shapes and passes prejudices among cultures.

It acts as a blockade for the understanding of other cultures and languages.

CrossCultural

Global Challenges

(4 of 7)

Economy



Globalization is seen as “badly evil” for some, considering its impact to cultures and environments.

Products and services moving around countries influence and modify different cultures.

The impact of big corporations on other countries have been colossal.

CrossCultural

Global Challenges

(5 of 7)

People

We are very susceptible to change!

Most of us are easily influenced by media, politics, economy, and societies.

Sometimes, we possess narrow-mindedness about an idea, culture, or country.

We observe too much and judge based on impressions instead of facts.

Global Challenges

(6 of 7)

Cross-Cultural Training

Why highlight the global challenges in this training?

Acknowledge difficulties



Open your horizon



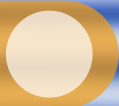
Break down barriers



Encourage assurance



Build trust



Learn about yourself



Develop understanding



CrossCultural

Global Challenges

(7 of 7)

Do not depend on only one source to know about a country, culture, or ethnicity.

Look for books, people, and other possible sources from that region.

Talk with people from the region, and ask relevant questions about their cultures.

Travel to the region if possible.

Gather all the information you receive, and analyze it.

Cross-Cultural Training

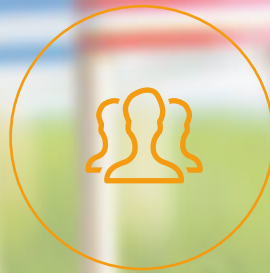
(1 of 2)

Advantages

Enhance your
business'
competitive
positioning.



Understand the
existing diverse
realities of different
backgrounds and
beliefs.



Learn about yourself
and others.



Cross-Cultural Training

(2 of 2)

Advantages

Enhance mutual understanding in an interactive environment with diverse people.



Reduce the gap between yourself and “them” to gain successful outcomes.



Limit communication distortions and misunderstandings.



LOOK FOR OPPORTUNITIES!



CrossCultural

Look for Opportunities!

(1 of 2)

Businesses, institutions, organizations, and individuals are faced with global reciprocation.

All the above groups have one or more means of interaction and depend nationally and internationally.

CrossCultural

Look for Opportunities!

(2 of 2)

People travel across the globe frequently.

Businesses, institutions, organizations, and schools employ and enroll people with different cultures and backgrounds.

Intercultural Opportunities

(1 of 4)

Problem-solving:

Different cultures possess different thoughts, values, and skills.

These backgrounds can provide you with amusing insights to the problems.

CrossCultural

Intercultural Opportunities

(2 of 4)

Intercultural workforce
enhances your business'
competitive positioning.

Intercultural environments bring
in global understanding.

CrossCultural

Intercultural Opportunities

(3 of 4)

Understand the differences,
yet know the commonalities.

Intercultural interaction allows
you to understand and appreciate
the uniqueness and worthiness of
each individual.

CrossCultural

Intercultural Opportunities

(4 of 4)


Intercultural opportunities
are inspiring!

It takes time, space, effort, and
passion to obtain and look
forward to these opportunities.



MAKE THE EFFORT FUN!

Make the Effort Fun!



Learning, interacting, and understanding others and their cultures is intriguing.

Understanding cultures is rewarding to the management of your organizations and businesses.

Reflect on This

(1 of 7)

Creativity

1

Productivity

2

Problem-solving

3

Innovation


4

Collaboration

5

Reflect on This

(2 of 7)



Creativity is a mental and social route that involves the making of new ideas and concepts.

Culture is the core of creativity.

Encourage people about their ability.

Reflect on This

(3 of 7)

Provide supportive values:

Work together.

Every single idea/initiative counts.

Explore ideas.

Express yourself.

Help to build a future.

Reflect on This

(4 of 7)



Keep in mind: how people in your group or organization manage communication, time, space, and energy in the workplace.

Identify the diverse cultures in your organization.

Recognize new practices for the best implementation of people's responsibility.

Reflect on This

(5 of 7)



Involving people of different cultures in a problem-solving situation enhances opportunities for better solutions.

Give people in your group the opportunity to take part in problem-solving sessions.

Build a diverse friendly and comfortable problem-solving environment.

Reflect on This

(6 of 7)

We are driven to be inventive and innovative.

Therefore, we require ways to look into new approaches and insights.

Encourage diversity in your management group.

Reflect on This

(7 of 7)

Bring the intercultural competency to the top of the list of competitive agendas.

Incorporate the context of culture into your business strategy.

Develop mutual understanding.

Build collaborative interaction among management and workforce.

RELIGIOUS BELIEF SYSTEMS & PRACTICES



Religious Belief Systems & Practices

Confucianism

1

Buddhism

2

Hinduism

3

Islam

4

Zen

5

Judaism

6

Christianity

7

More ...

Religious Belief Systems & Practices

Confucianism

(1 of 4)

Confucianism: developed from the teachings of the Chinese philosopher Confucius (K'ung-fu-tzu, means "Master Kung" – 551–479 BCE.)

He is known as contemporary Buddha.

Religious Belief Systems & Practices

Confucianism

(2 of 4)

He established a practical social code based on the forms of etiquette, rituals, and laws.

Cultures and countries that are strongly influenced are: China, Vietnam, Singapore, Taiwan, Korea, Japan, and Hong Kong.

Religious Belief Systems & Practices

Confucianism

(3 of 4)

Promoting harmony in relationships, both at the levels of state and family, is part of the religion.

The acts of everyday life are considered rituals.

Religious Belief Systems & Practices

Confucianism

(4 of 4)

*One must govern oneself first, if
to govern others.*

There is no distinction of classes
in the teachings of Confucianism.

Religious Belief Systems & Practices

Buddhism

(1 of 3)

Buddhism is a religion, belief, practice, and philosophy that involves various teachings of Buddha doctrine.

Buddhism teachings are attributed to Siddhartha Gautama, also known as "The Buddha" (the Enlightened One.)

Buddhism has two major branches: Theravada and Mahayana.

Religious Belief Systems & Practices

Buddhism

(2 of 3)

Buddhist teachings center on four “Noble Truths:”

1

Buddhist teachings
center on four
“Noble Truths:”

2

Life is suffering, and in
order to live you
must suffer.

3

Suffering is caused
by cravings.

Religious Belief Systems & Practices

Buddhism

(3 of 3)

Buddhist teachings center on four “Noble Truths:”

3

Suffering can be defeated, and happiness can be achieved.

4

There is an eightfold path to defeat suffering: paths to perfect thought, speech, actions, livelihood, understanding, effort, mindfulness, and concentration.

Religious Belief Systems & Practices

Hinduism

(1 of 3)

Hinduism is major religion of the Indian subcontinent.

Hinduism is formed with diverse beliefs, practices, and traditions.

By its believers, Hinduism, denote as Sanātana Dharma, means “the eternal law.”

Religious Belief Systems & Practices

Hinduism

(2 of 3)

There are many gods in Hinduism.

The concept of gods depends on the specific tradition.

Temples are built to pay tribute to god or gods.

Hinduism doctrines are originated from different sacred books like the Bhagavad-Gita, the Veda, the Upanishads, and the Brahmanas.

Religious Belief Systems & Practices

Hinduism

(3 of 3)

Respect nature is significant in Hindu thoughts.

Cows are revered and considered sacred by Hindus, so most Hindus are vegetarians.

Religious Belief Systems & Practices

Islam

(1 of 3)

Islam is the second largest and one of the most influential belief systems in the world.

Islam has some active fundamentalist groups around the world.

Islamic countries include:
Afghanistan, Iran,
Morocco, Egypt, Saudi
Arabia, Iraq, Pakistan, and
Indonesia.

Religious Belief Systems & Practices

Islam

(2 of 3)

There are two Primary Divisions: Sunni and Shiite.

The Holy Book is the Holy Quran.

Muslims pray five times a day.

Muslims give alms to support the poor.

Muslims keep a fast during the month of Ramadan.

Religious Belief Systems & Practices

Islam

(3 of 3)

Muslims are expected to make a pilgrimage to Mecca.

Drinking, gambling, and eating pork are forbidden in Islam.

Muslim women are expected to dress modestly or to cover their face from strangers.

CrossCultural

Religious Belief Systems & Practices

Zen

(1 of 3)

Zen follows from the school of Mahayana Buddhism.

The word is derived from Sanskrit word meaning “meditation.”

Zen influences are felt in most arts such as calligraphy, poetry, tea sermon, flower arranging, and swordsmanship.

Countries with Zen beliefs include: Vietnam, China, Korea, and Japan.

Religious Belief Systems & Practices

Zen

(2 of 3)

People of Zen Buddhism believe that all conscious beings have Buddha-nature.

Zen Buddhists believe nature is their inherent wisdom and virtue.

Zen Buddhists experience Buddha's nature through mindfulness and meditation.

Religious Belief Systems & Practices

Zen

(3 of 3)

Meditation and mindfulness can endow people with new insights and perspectives.

These new insights and perspectives lead Zen Buddhists to enlightenment.

Religious Belief Systems & Practices

Judaism

(1 of 2)

Jews believe in one god, but do not believe in Jesus as the son of God.

The Holy books for Jews are the Old Testament in the Bible and the Torah.

Jews are expected to go to Hebrew school and have Bar Mitvahs (male) and Bat Mitvahs (female).

Religious Belief Systems & Practices

Judaism

(2 of 2)

Due to the Holocaust, the number of Jews has significantly diminished.

Countries where the number of Jewish people is most significant are Israel and the United States.

Religious Belief Systems & Practices

Christianity

(1 of 3)

There are distinct divisions within Christianity.

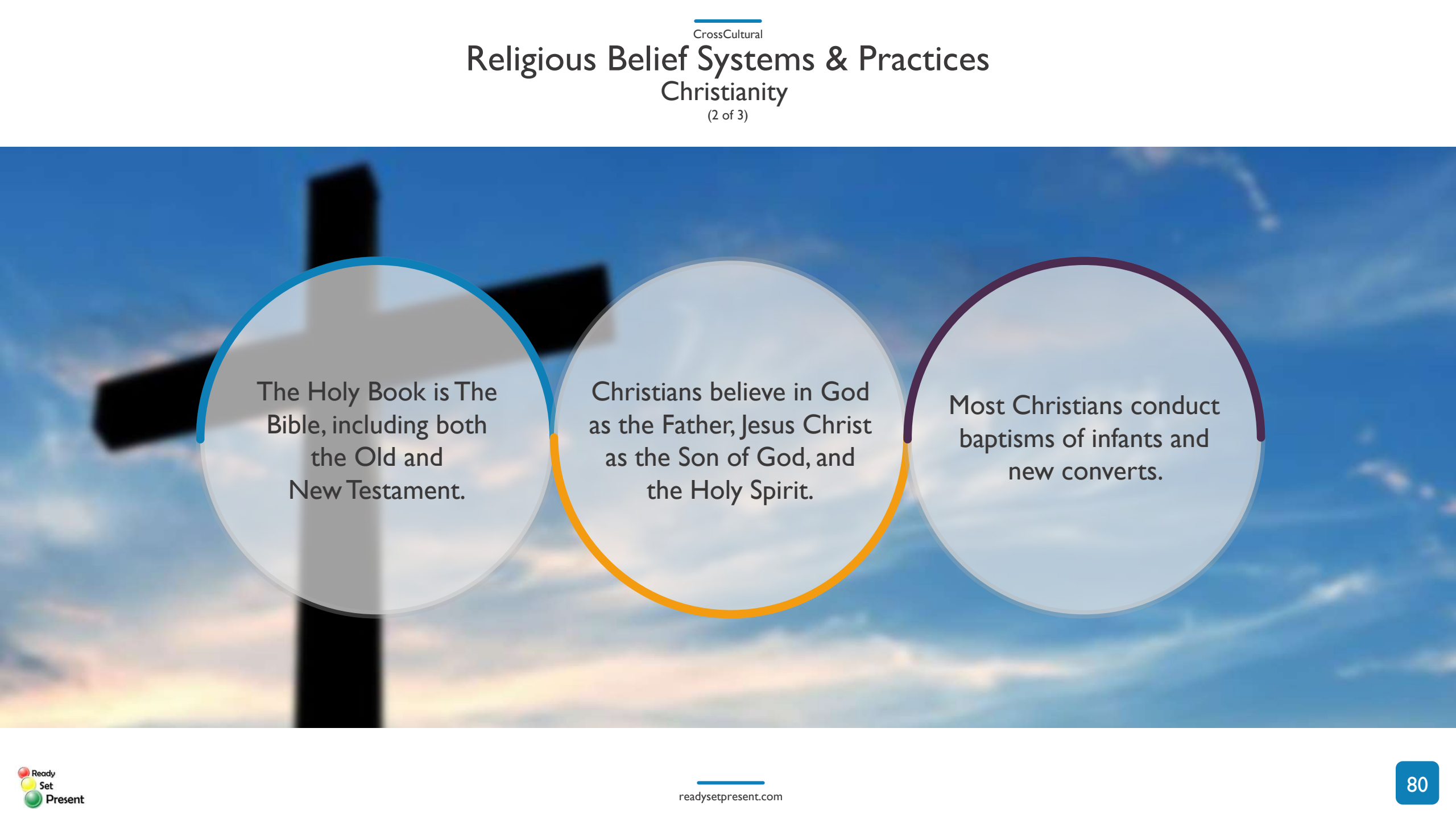
Branches include: Catholic, Orthodox, Protestant, and Anglicans.

Predominantly Christian countries include: Northern Europe, North America, Greece, South America, and Australia.

Religious Belief Systems & Practices

Christianity

(2 of 3)



The Holy Book is The Bible, including both the Old and New Testament.

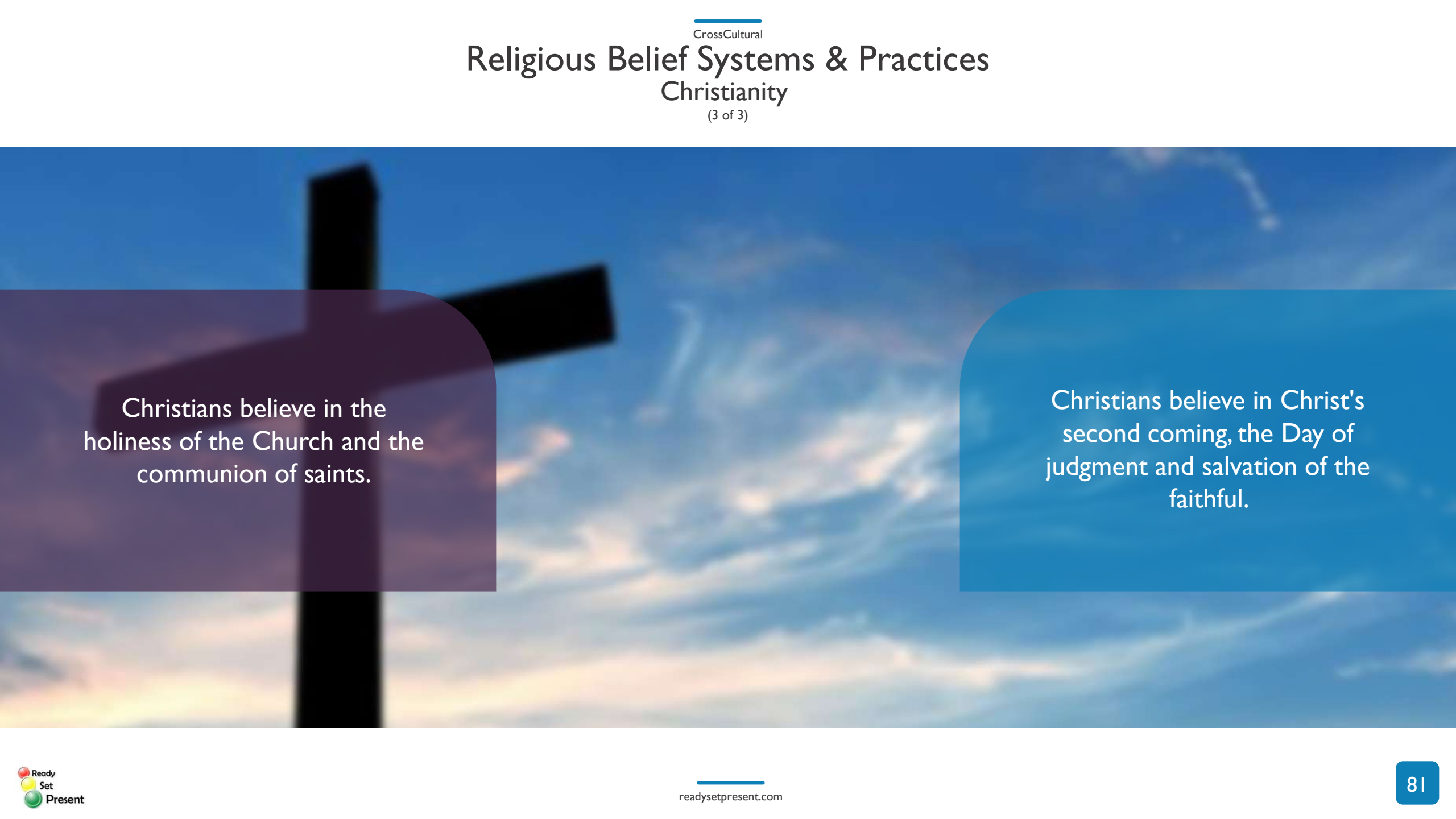
Christians believe in God as the Father, Jesus Christ as the Son of God, and the Holy Spirit.

Most Christians conduct baptisms of infants and new converts.

Religious Belief Systems & Practices

Christianity

(3 of 3)



Christians believe in the holiness of the Church and the communion of saints.

Christians believe in Christ's second coming, the Day of judgment and salvation of the faithful.

Religious Belief Systems & Practices

More

(1 of 2)

Other belief systems include: Taoism, Sikhism, and Shintoism.

Each has its own distinct doctrines and practices.

Therefore, you will find diversity of beliefs and practices within each sector.

It is helpful in understanding them in a multicultural environment.

Religious Belief Systems & Practices

More

(2 of 2)

Understand the principal and core belief systems.

Be open and respect each other's beliefs and practices.

Understanding religious beliefs helps us make sense of the behaviors and values in a intercultural environment.

REGIONS & THEIR VALUE SYSTEMS



Regions & their Value Systems

Asia

1

Africa

2

Europe

3

The Middle East

4

Latin America

5

North America

6

General Regional Attributes

Asia

Hard work, success, and achievements are valued.



Developing trust in relationships is valued.



The communication style is high in context, indirect, and self-controlled.



Formalities are significant to observe.



Loyalty and respect to loved ones is important.



General Regional Attributes

Africa

(1 of 2)

Life is not lived by the clock, therefore punctuality is defined loosely in rural areas.

Work can be done after a honest relationship is developed.

People tend to have closer personal spaces.

General Regional Attributes

Africa

(2 of 2)

Wisdom is associated with aged people.

Collectivist culture – relatives, extended families, tribes, and important groups can shape an individual's behavior.

Most African cultures are thought to be engaged in symbolic thinking.

General Regional Attributes

Europe

(1 of 2)

People value the
quality of life.

There can be a large split
between work and social
life.

Communication styles
vary across
European regions.

General Regional Attributes

Europe

(2 of 2)

Personal distance can either be intimate or distant.

Usually, people in France, Germany, and Belgium are risk averse.

People have linearity and deductibility in thinking styles.

General Regional Attributes

The Middle East

(1 of 2)

Emphasis on fate and the will of God is significant in life and business.

The region is largely rooted to the past, so traditions and customs are carried on from generation to generation.

A high priority is given to relations/kinship.

General Regional Attributes

The Middle East

(2 of 2)

Respect and mutual obligation are significant.

Privacy is important.

Titles reflect status, authority, and influence.

Hierarchal positions are preferred.

People place low value on individualism in favor of collectivism.

General Regional Attributes

Latin America

Traditions and history are valued.

Time is variable.

Mutual trust is important.

Social harmony between individuals and groups is valued.

Indirect, serious, expressive, and subjective communication styles are seen.

Holistic and deductive thinking styles can be noticed in these regions.

General Regional Attributes

North America

(1 of 2)

Time is valuable, especially the present.

Behaviors, results and actions tend to speak louder than words.

People tend to be result-oriented and “doing-oriented”.

People prefers private space.

General Regional Attributes

North America

(2 of 2)

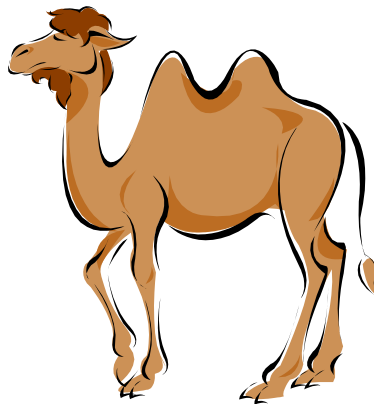
Communication styles, specifically in businesses are informal, instrumental, and direct.

Individualism is one defining characteristic of North Americans.

People are highly competitive.

General Regional Attributes

What was your reaction to these cultural icons?



General Regional Attributes

Think About This:

If you were 3rd generation and born here in the United States, these icons might not have been offensive.

If you were from another culture, could some of these icons have been culturally biased?

Example: The dragon symbolizes Asia, although not Pakistan.

General Regional Attributes

Language

1

Nonverbal Language

2

Rituals

3

Beliefs

4

Etiquette

5

Behavior Styles

6

Ontology of Space

7

Ontology of Time

8

LANGUAGE



Within a workforce, a
common spoken language is
essential.

It will provide a comfort zone for
communicating with each other.

Language

(2 of 5)

Remember languages differ in:

Translation

Grammar

Words

Sounds

Sentence structure

Intonation

Slang




Language

(3 of 5)

Some phrases lose their significance during translation from one language to another.



An Example:
In one of the Tokyo Hotels the following
sign was written:
“You are respectfully requested to take
advantage of the chambermaids.”

A blurred background image of two women in a bright, indoor setting. The woman on the left is holding a white cup and gesturing with her hand. The woman on the right is holding a smartphone. The image is overlaid with two semi-transparent colored boxes containing text.

When you travel across cultures, do not assume the exact meaning of a sign or sentence.

Even countries that share a language can have words of completely opposite meanings:

Language

(5 of 5)

An Example:

“Tabling” means something different in the U.S than England:

In the U.S. tabling something means to avoid discussing something.

In England it means bringing something to the table to discuss.


NONVERBAL LANGUAGES



Nonverbal Languages

(1 of 8)

Across Cultures



Nonverbal communication interprets differently in different cultures.

Most of our conversation is expressed nonverbally.

It includes, facial expression, feelings, gestures, eye contact, distance, haptics, and body positioning.

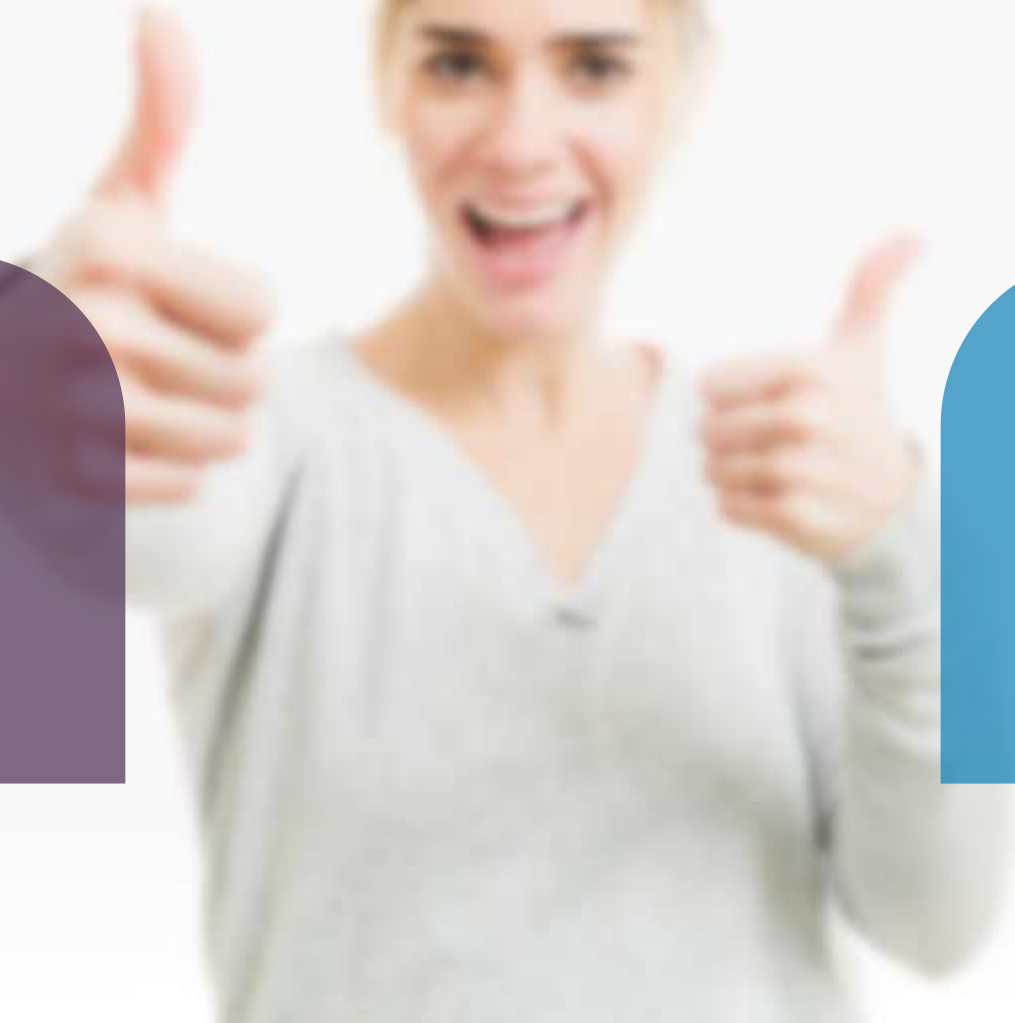
Nonverbal Languages

(2 of 8)

Smiles

Russians: smiling at strangers in public is seen as unusual and even suspicious behavior.

Americans: smiling freely at strangers in public places is not a big deal.



Nonverbal Languages

(3 of 8)

Smiles

South East Asian Cultures: in some cultures, a smile is recurrently used to hide emotional pain or humiliation.


Afghanistan: A man smiling at a woman he does not know might be considered sexual harassment toward the woman.



Nonverbal Languages

(4 of 8)

Haptics



The study of touching in nonverbal communication.

It includes hand-shaking, clapping, kissing, hugging, holding hands, back slapping, patting on the shoulder, and brushing an arm.

Some of these communications are sensitive to certain cultures.

Nonverbal Languages

(5 of 8)

Haptics Example

Middle East: Kissing and/or hugging someone of the opposite gender in public is a sensitive issue.

Yet the practices are fairly common among the same gender.

USA: Handshakes, hugs, and kisses for family and friends of the opposite gender is common.



Nonverbal Languages

(6 of 8)

Haptics Example

Islam and Hinduism: Touching with the left hand is an insult.

Some Asians do not allow a touch on the head, as it is believed that the soul dwells in the head and that the hand can threaten a person's soul.



Nonverbal Languages

(7 of 8)

Eye Contact

Most Western cultures prefer direct eye contact.

African-Americans in the USA might use eye contact often while talking and less while listening.

Arabic cultures view eye contact to be trustworthy.

Japanese people and Latin Americans see the avoidance of eye contact as showing respect.

CrossCultural

Nonverbal Languages

(8 of 8)

Gestures

Japan: Putting both index fingers over your head that resembles bunny ears states, “I am angry.”

Lebanon: Raising a closed fist into the air is making a impolite gesture.

Saudi Arabia: Shaking the head from side to side means “yes.”

The Philippines: A quick flash of the eyebrows is a greeting.


RITUALS



Rituals are sets of actions, often thought to have symbolic value due to:


The traditions of a community.

Religious or political laws because of the perceived value of those actions.




Belief denotes the attitude an individual has whenever handling a case, event, value, feelings, notions, opinions, and faith and regarding them as true.

Belief is a psychological state in which an individual holds an intention or idea to be true.

A background image showing two people in business attire shaking hands over a wooden desk. The image is partially covered by two semi-transparent colored boxes: a purple one on the left and a blue one on the right.

Etiquette is a code that influences the expectations of social behavior within a society, social classes, and groups.

Aspects of etiquette may be codified from time to time.



A rule of etiquette may reflect an underlying ethical code, or it may reflect a status or fashion.

Armenian etiquette:
“Armenians put great importance
on hospitality and generosity.”

CrossCultural

Behavior Styles

Cultures are diverse,
and so are behaviors!

Behaviors are determined
by various needs.

We may not be able to
change others, although
we can make simple,
smart behavior
adaptations ourselves to
improve our interactions
with others.

Different cultures have their own perception of space.

There are differences in what is a comfortable distance between people.

CrossCultural

Ontology:Time

(1 of 3)

Time: Culture is an intriguing variable contributing to the perception of time ...



Monochronic

Polychronic

Ontology: Time

(2 of 3)

Monochronic linear quantitative time:

Is measured by the clock.



Decisions are made in advance.



“Time is Money.”



Makes it easier to accomplish more tasks.



Ontology: Time

(3 of 3)

Polychronic cyclical time:

Decisions are made spontaneously.

Things are done in the moment.

Patience is the key.

There is an emphasis on Building Relationships.

DEALING WITH CULTURAL DIFFERENCE




CrossCultural

Dealing with Cultural Difference

(1 of 3)

Identify!




Understand your own frame of reference and that of people of different cultures.

Be aware of primary cultural, social, political, and historical attributes of group members from different cultures.

Dealing with Cultural Difference

(2 of 3)

Perform!



Translate different manners of verbal and nonverbal communication particular to various cultures.

Find common ground and connections in values, beliefs, and customs with people of different cultures.

Build up strategies that fit the context.

CrossCultural

Dealing with Cultural Difference

(3 of 3)

Practice!



Be open to building relationships with people of different cultures.

Communicate a strong sense of personal values and clear cultural uniqueness.


Be aware of the impact one's own cultural identity has on others.

Understand others in their own cultural context.

Intercultural Adjustment for Expatriates

Tips: Building Relationships

(1 of 3)



Interact with people of the host culture regularly.

Host culture: The main culture where you are a guest or visitor.

Be open while communicating to families, friends, and colleagues about the host culture.

Intercultural Adjustment for Expatriates

Tips: Building Relationships

(2 of 3)

Effectively deal with misunderstandings.

Find ways to maintain communication with people of host cultures.

Ask questions.


Maintain relationships.

Value people of different cultures.

Intercultural Adjustment for Expatriates

Tips: Building Relationships

(3 of 3)



Posses empathy for diversity/difference.

Express interest & respect for people of host cultures & the culture itself.

Learn about the customs, history, politics, & beliefs of host cultures.

Intercultural Adjustment for Expatriates

Tips: Observing & Listening

Study and read about the host culture.


Spend time with locals, and observe.

Look at a situation carefully before taking an action.

Be open to new experiences and to familiar and unfamiliar events.

Intercultural Adjustment for Expatriates

Tips: Ability Coping with Complex Situations



Observe and learn about cultural symbols and the language of host cultures.

Translate your personal thoughts and ideas into the language of host cultures.

Be able to change communication in response to nonverbal cues from people.

Intercultural Adjustment for Expatriates

Tips: Taking initiative

(1 of 2)



When faced with unfamiliar actions or cases, be cautious.


Understand the global and accidental consequences of actions or cases.

Interact easily with strangers, and trust your instinct.

Intercultural Adjustment for Expatriates

Tips: Taking initiative

(2 of 2)

A background image showing a group of diverse people, including a Black man, a woman with dark hair, a blonde woman, and a man with a beard, all smiling and posing for a photo. The image is partially covered by two semi-transparent colored boxes containing text.


Take responsibility in managing others accordingly, while achieving organizational goals.

Communicate clearly with groups about their responsibilities and accomplishments.

Intercultural Adjustment for Expatriates

Tips: Be flexible

(1 of 2)




Demonstrate the acceptance of challenges, changes, and setbacks.

View changes and challenges from different angles.

Intercultural Adjustment for Expatriates

Tips: Be flexible

(2 of 2)



Understand your own and other's emotional and personality traits.

Express your emotions in a suitable and non-threatening way.

INTERCULTURAL DIALOGUE



CrossCultural

Intercultural Dialogue

(1 of 11)



An Example:
In one of the Tokyo Hotels the following
sign was written:
“You are respectfully requested to take
advantage of the chambermaids.”

Intercultural Dialogue

(2 of 11)

Among its aims are:

To develop a deeper understanding of different perspectives and practices.

To increase participation.

To ensure equality.

To enhance creative processes.

CrossCultural

Intercultural Dialogue

(3 of 11)

Intercultural dialogue is an important aspect of today's global management.

It can be very delicate and challenging to handle.

Conflict is allied with life and can easily evolve in a multicultural dialogue.

We need to pay full attention in the communication process with people of different cultures.

Intercultural Dialogue

(4 of 11)

Consider This:

Learning

Goal clarification

Ethnocentrism

Triangulation

Appropriate humor

Individual values

Usage of idioms




CrossCultural

Intercultural Dialogue

(5 of 11)

Learning



Know your participants' backgrounds and cultures.

Learn about some of their behavior styles, belief systems, and values.

CrossCultural

Intercultural Dialogue

(6 of 11)

Goal Clarification

Before starting the dialogue, make sure to clarify the goal of the dialogue.

Explain the overall process of the dialogue clearly and in simple language.

Take a quick glimpse to make sure everyone understood.

See if audience has any questions.

Intercultural Dialogue

(7 of 11)

Ethnocentrism

Ethnocentrism is the propensity to look at the world mainly from the perspective of one's own culture.

Do not criticize another individual's culture by the standards of your own culture.

Understand others in the context of their culture.

CrossCultural

Intercultural Dialogue

(8 of 11)

Triangulation

Triangulation refers to measuring a point or view from different angles.

Translate participant's speech from different angles.

This will decrease the opportunity of misunderstandings.

Do not look at things from only one angle!

Intercultural Dialogue

(9 of 11)

Appropriate Humor

Remember, humor can translate differently in different languages.

Some humor might be offensive to one culture or the other.

If one party uses humor that is not appropriate to another, think of possible ways to circumvent it.

Intercultural Dialogue

(10 of 11)

Individual Values

Respect everyone's values.

Diversity of values can be very fruitful in a discussion or problem-solving session.

In the beginning of the dialogue, let everyone know that they are valuable and their ideas matter.

Intercultural Dialogue

(11 of 11)

Usage of Idioms

Again, idioms can translate differently from language to language.

If someone uses an idiom that is not understood by most people, you can either ask for clarification or try different ways of translating it into your language.

Use idioms with straight-forward and uncomplicated meanings.

BUILD INTERCULTURAL RELATIONS



Build Intercultural Relations

Consider This:

Sense of Respect



Patience



Listening



Silence



Observation



Openness




Divergence



Antagonism



Sense of Respect




In the beginning of the dialogue, let the participants know to respect each other's values.

Everyone must be open and respectful of one another.

Keep in mind – Respect!

Patience is VERY ESSENTIAL in
any event of intercultural
interaction.

Encourage every participant
to be patient.



Intercultural dialogue is
not about people agreeing
with each other.

It is more about people
listening to one another.

Once you are ready to
listen, you will have the
potential to learn,
discover, and share
perspectives of your
lives.

Some dialogues may develop conflicts that are not reasonable – in this case one party may be silent.


Find ways to break the silence and encourage people to share their cultural and valued thoughts.

Observe the environment while in an intercultural dialogue, and listen.

Observe different behavior styles and facial expressions.

Interpret the nonverbal with other people's definitions.


If you are curious about some amazing nonverbal communication, ask the person.



Openness in a cultural
dialogue encourages
understanding and
collaboration.

Communicate with the
group to be open.

Introduce equality
among the group.



Divergence is an act of moving away in different directions from a common point.

Divergence is very common in a dialogue, especially in a multicultural one.

Make sure everyone follows the same circle of points.


Antagonism is an actively expressed feeling of dislike and hostility.

It can evolve in a cross-cultural dialogue.

Therefore, try to minimize antagonism from different possibilities.

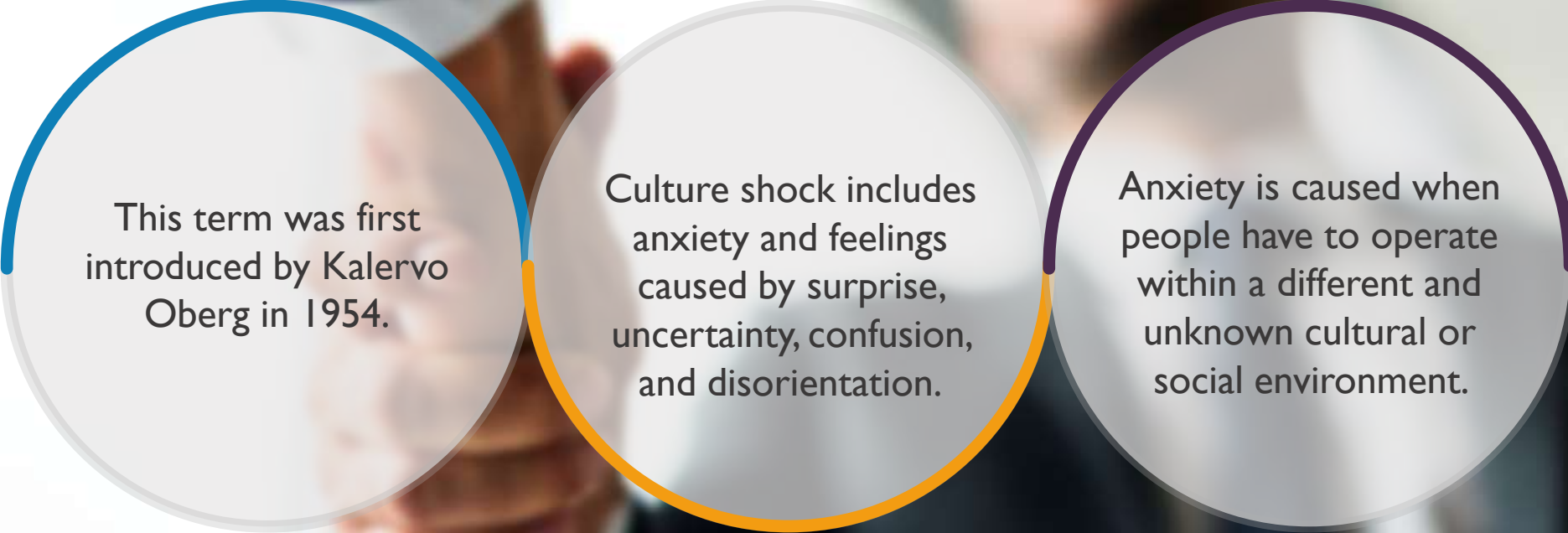
Convey mutual understanding, respect, and openness to participants.

CrossCultural Cultural Sensitivity



Cultural Sensitivity refers to cultural differences, as well as similarities that exist without assigning values. i.e., better or worse, right or wrong, etc.

“Culture Shock”



This term was first introduced by Kalervo Oberg in 1954.

Culture shock includes anxiety and feelings caused by surprise, uncertainty, confusion, and disorientation.

Anxiety is caused when people have to operate within a different and unknown cultural or social environment.

NEGOTIATING ACROSS CULTURES



CrossCultural

Negotiating Across Cultures

(1 of 5)

Negotiation

A dialogue intended to resolve disputes.

The creation of an agreement based on the courses of action.

A bargain made for individual or collective advantage.

Outcomes made to satisfy various interests.

Negotiating Across Cultures

(2 of 5)



With the acceleration of globalization, negotiation environments expand with diversity.

Negotiations happen with people of different cultures, backgrounds, and beliefs.

Negotiation involves many cultural orientations that need to be handled with care.

Negotiating Across Cultures

(3 of 5)

Negotiation Regional Viewpoints



Germany: Negotiation is competitive rather than collaborative.

Japan: Negotiation is viewed as a long-lasting collaborative procedure.

North America: Negotiation is direct with clarified issues and positions.

Negotiating Across Cultures

(4 of 5)

Conflict Integration into Negotiations



Conflict is an integral part of negotiations.

There are different approaches to the conflicts.

People of different cultures and backgrounds hold different perspectives in a conflict.

Negotiating Across Cultures

(5 of 5)

Conflict Integration into Negotiations

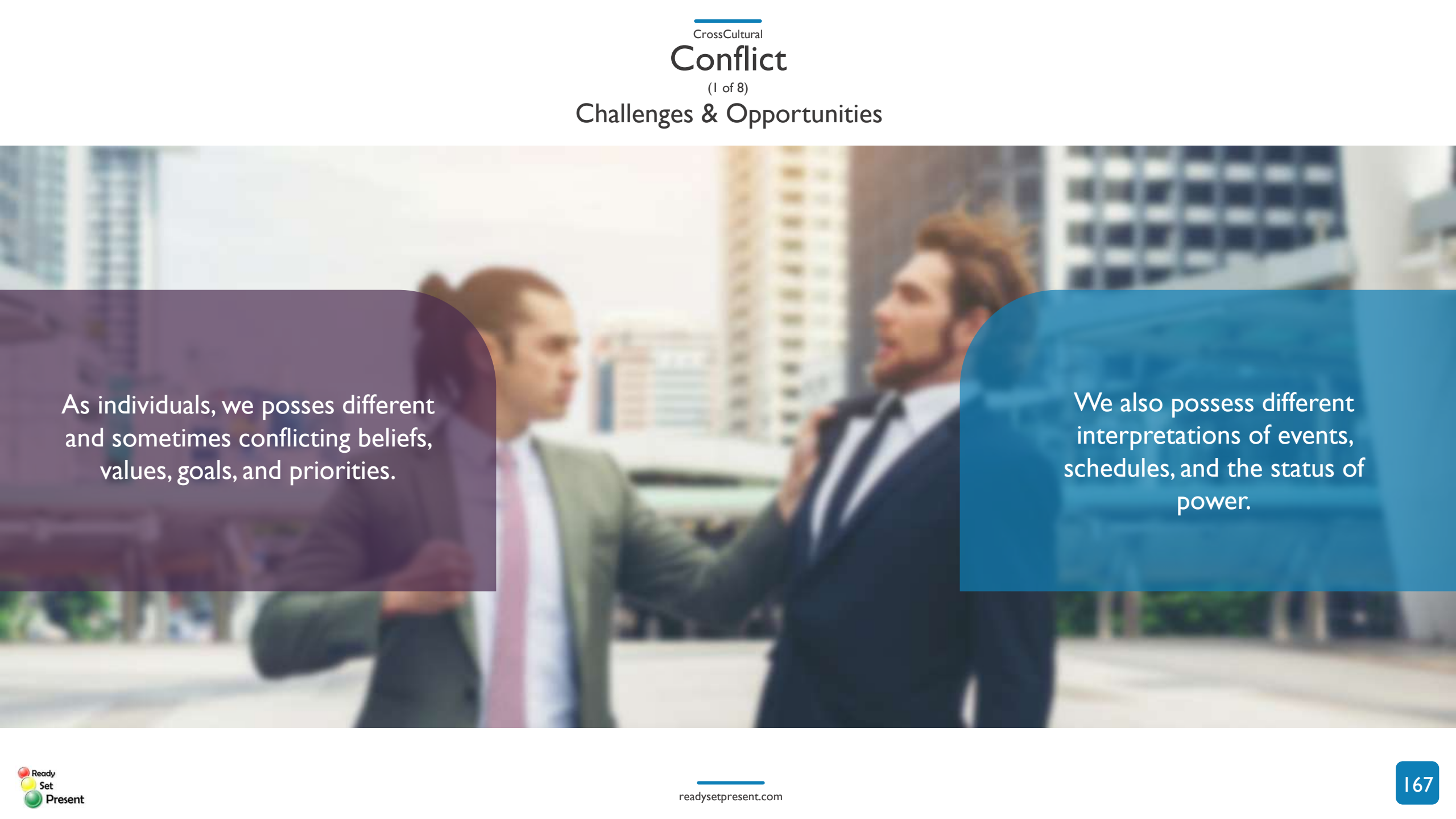


For example:
Mexicans might accept the predictability
of conflict and deal with it indirectly or
avoid it.

Conflict

(1 of 8)

Challenges & Opportunities

A blurred background image of two men in business suits standing outdoors in a city setting. One man is gesturing with his hand while speaking to the other. The image is partially obscured by two semi-transparent text boxes.

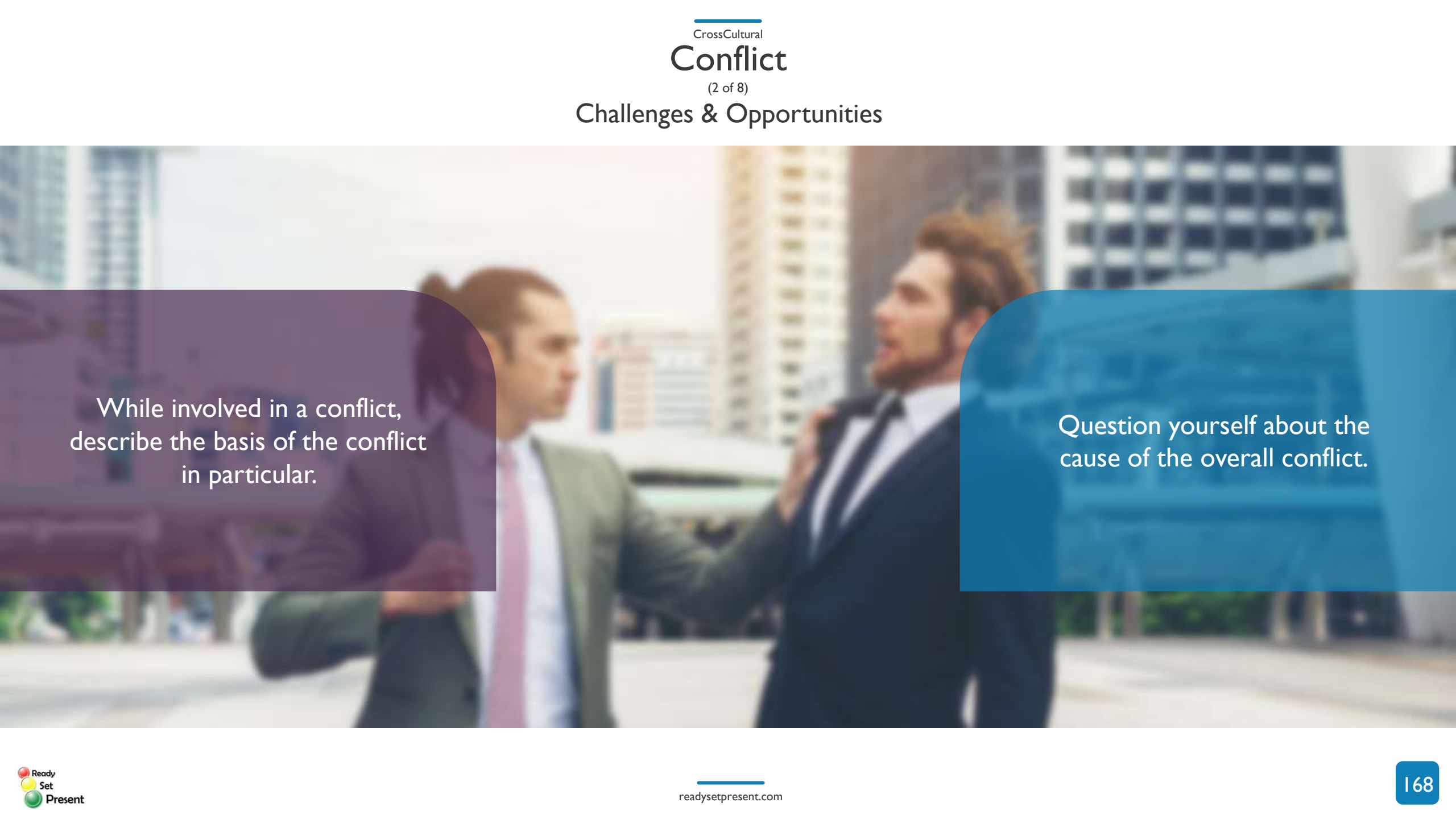
As individuals, we possess different and sometimes conflicting beliefs, values, goals, and priorities.

We also possess different interpretations of events, schedules, and the status of power.

Conflict

(2 of 8)

Challenges & Opportunities

A blurred background image of two men in business suits standing on a city street. The man on the left is wearing a green jacket and a pink tie, while the man on the right is wearing a dark blue suit and a dark tie. They appear to be in a heated conversation or conflict. The background shows tall city buildings and a clear sky.

While involved in a conflict,
describe the basis of the conflict
in particular.

Question yourself about the
cause of the overall conflict.

Conflict

(3 of 8)

Challenges & Opportunities

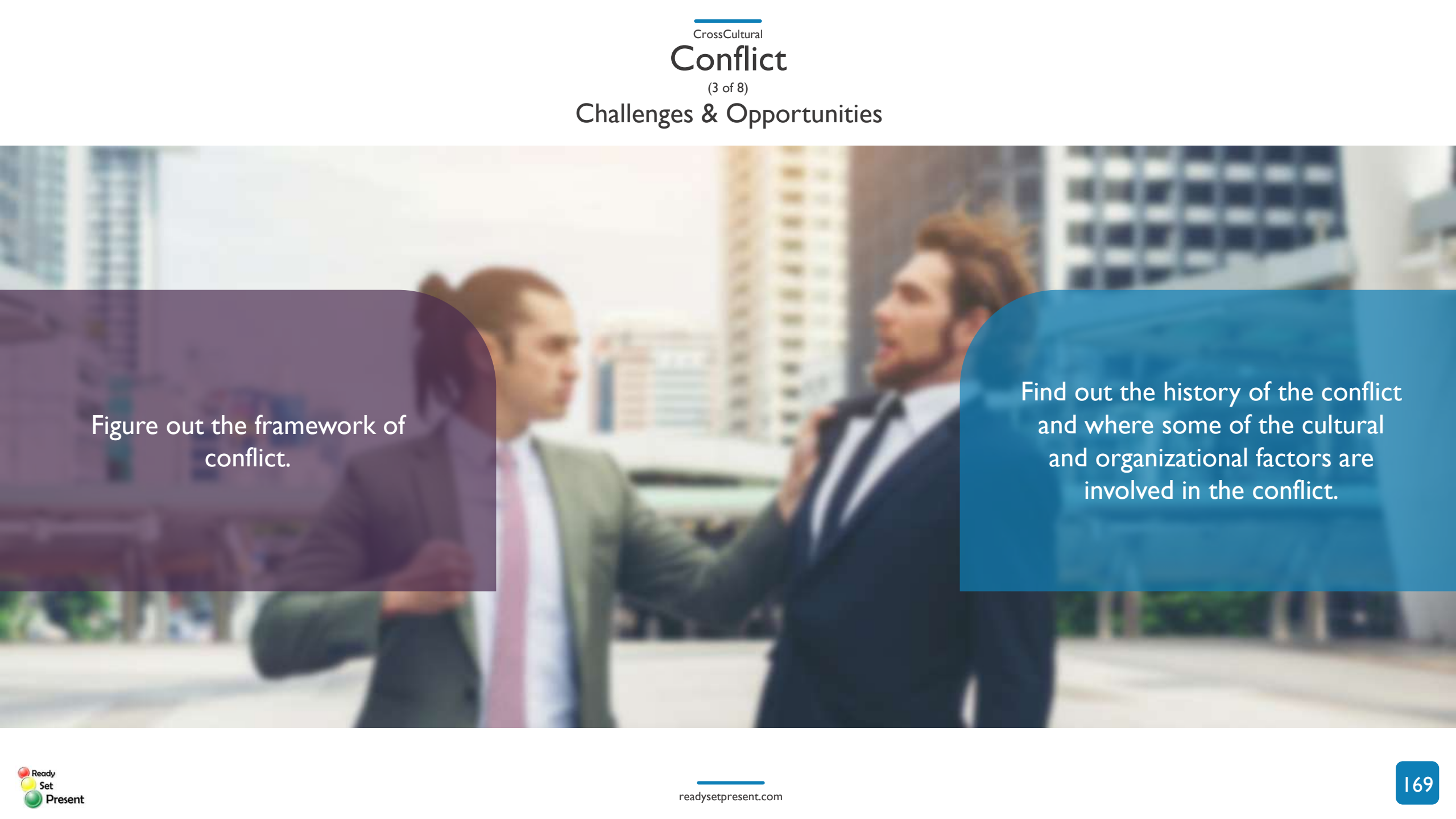
A blurred background image of two men in business suits standing outdoors in a city setting. One man is gesturing with his hand while talking to the other. The image is partially covered by two semi-transparent colored boxes: a purple one on the left and a blue one on the right.

Figure out the framework of conflict.

Find out the history of the conflict and where some of the cultural and organizational factors are involved in the conflict.

Conflict

(4 of 8)

Challenges & Opportunities

How dependent are the parties on each other?

What are some competitive advantages within the conflicts.

Explore the depth and width of conflict.

Conflict

CrossCultural

(5 of 8)

Challenges & Opportunities

Find out about the balance of power in the conflict.

What are the factors in the balance?


Is it time, information, skills, facts, money, power or legality?

CrossCultural

Conflict

(6 of 8)

Challenges & Opportunities



Define these factors
objectively in a conflict.

Remember the spread of
power in the conflict.

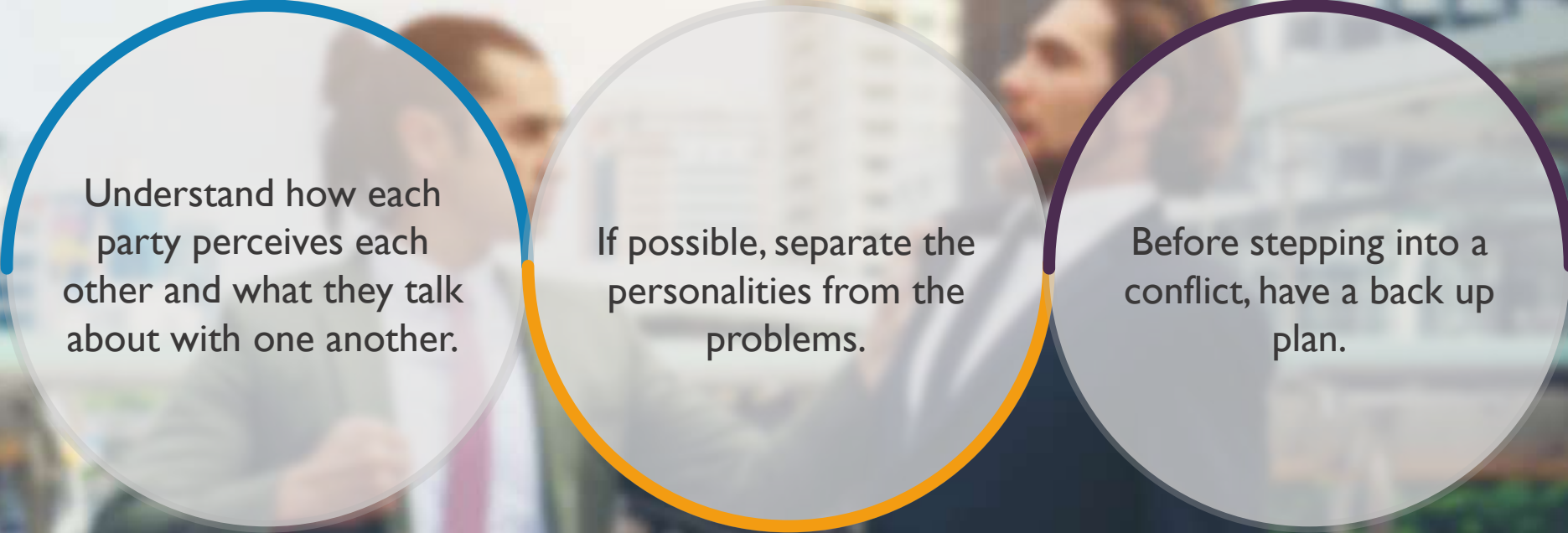
Be aware of the parties'
sources and contextual
issues.

CrossCultural

Conflict

(7 of 8)

Challenges & Opportunities



Understand how each party perceives each other and what they talk about with one another.

If possible, separate the personalities from the problems.

Before stepping into a conflict, have a back up plan.

Do not let your anger control your behavior.

Try to soothe the anger in the conflicting group.

Reconstruct the conflicting group's perspective on each other, e.g., introduce them as vital partners.

Present suitable options for the group members.

WHAT IS YOUR NEXT STEP



CrossCultural

Action Plan

What are you going to
take action on?

Start with the three
easiest items.

CrossCultural

Action Steps

(1 of 4)

List specific behaviors.

Be as systematic as possible.

Rank the behaviors in terms of their complexity or degree of difficulty.

Rank the behaviors in terms of chronological order.

CrossCultural

Action Steps

(2 of 4)

Begin with the least difficult behavior.



Advance to a more difficult behavior.



Break difficult behavior down into several smaller behaviors.



Attach time limits to each behavior.



CrossCultural

Action Steps

(3 of 4)

Repeat specific behavior until mastered.

Review all previous behaviors.

Advance to next most difficult behavior.

Measure and evaluate.

Keep records (preferably visual).

CrossCultural

Action Steps

(4 of 4)



Reinforce through reward and punishment.



Use visual reminders (pictures, charts, etc.)



Remember: "A small goal is enough!"



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