

Cross-Cultural Living & Transition



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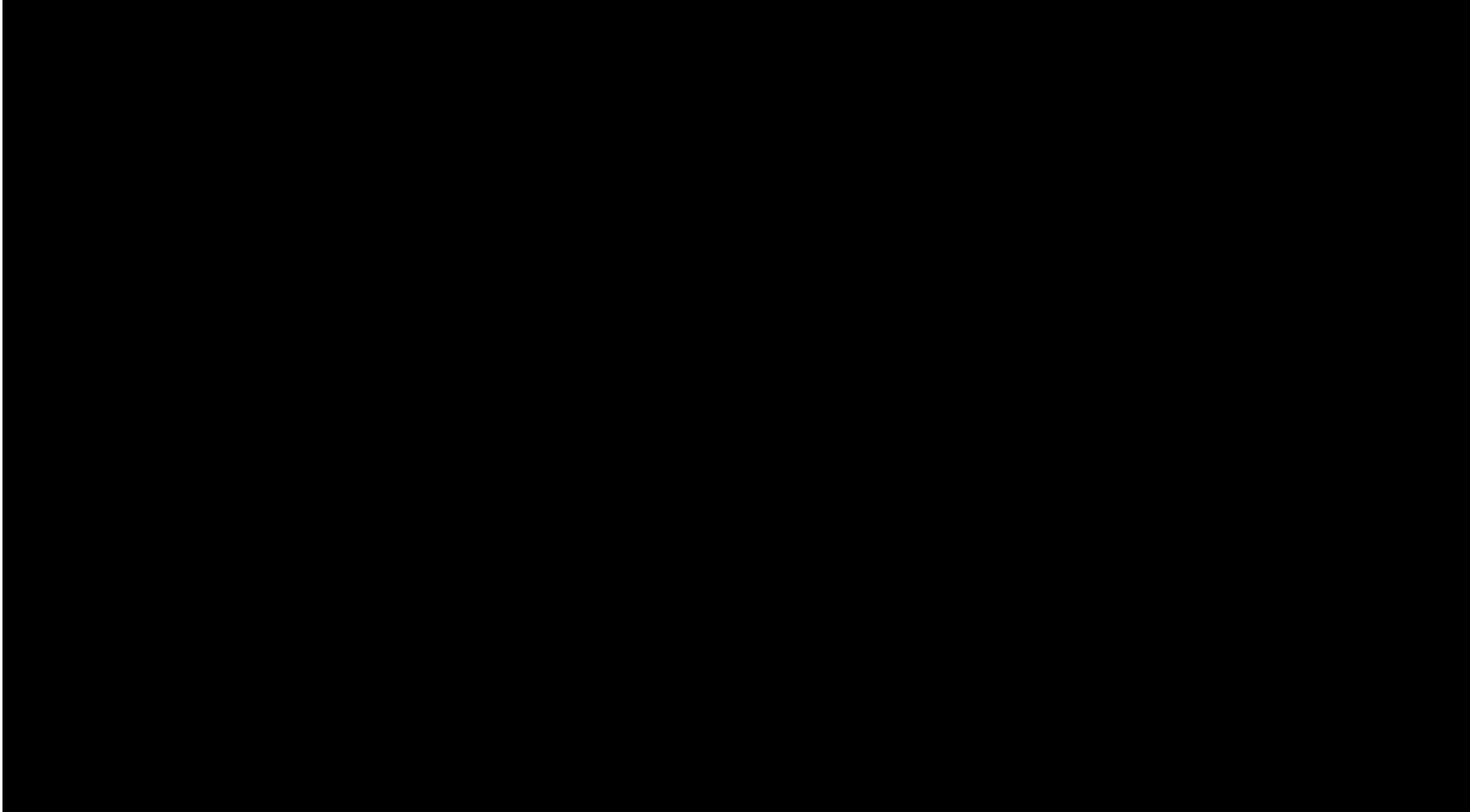


- Defining Culture
- Your Transition
- Activity # 1
- Intro to Intercultural Competency
- Strategies for Effective Intercultural Living
- Activity # 2- The Danger of a Single Story



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Defining Culture

The iceberg concept of culture

Primarily in awareness

Fine arts Literature
Drama Classical music Popular music
Folk-dancing Games Cooking Dress

Primarily out of awareness

Notions of modesty Conception of beauty
Ideals governing child raising Rules of descent Cosmology
Relationship to animals Patterns of superior/subordinate relations
Definition of sin Courtship practices Conception of justice Incentives to work
Notions of leadership Tempo of work Patterns of group decision-making
Conception of cleanliness Attitudes to the dependent Theory of disease
Approaches to problem solving Conception of status mobility Eye behaviour
Roles in relation to status by age, sex, class, occupation, kinship, etc. Definition of insanity
Nature of friendship Conception of "self" Patterns of visual perception Body language
Facial expressions Notions about logic and validity Patterns of handling emotions
Conversational patterns in various social contexts Conception of past and future Ordering of time
Preference for competition or co-operation Social interaction rate Notions of adolescence
Arrangement of physical space Etc.



- Telling a woman that she has gained weight
- Leaving a dinner party right after eating
- Arriving 30mins late to an event
- Having someone you just met ask you for marriage
- Having someone greet you with 3 kisses
- Taking your shoes off at the entrance of a home
- Different hand gestures:



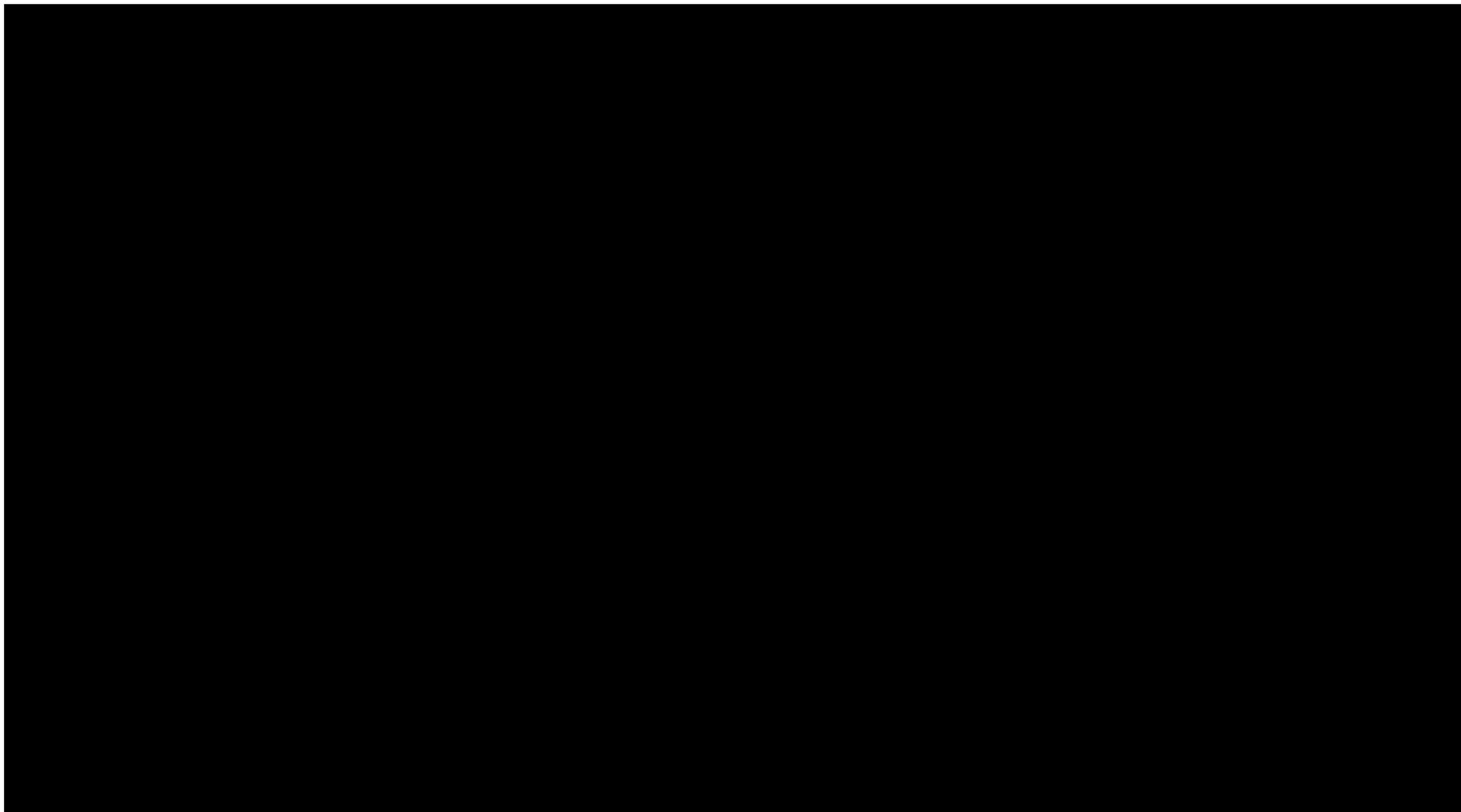
Examples of Cultural Differences in the Workplace

- Clarity and method of assessment
- Role of managers
- Hierarchy
- Office etiquette
- Support services
- Directness and process in presenting findings/arguments
- Offering suggestions
- Expectance of recognition
- Language



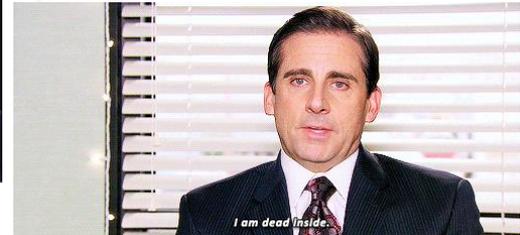
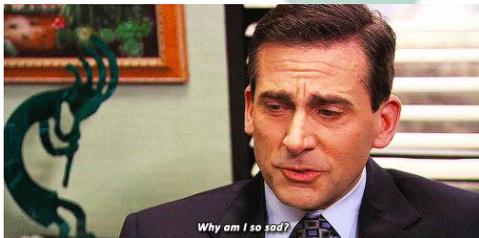
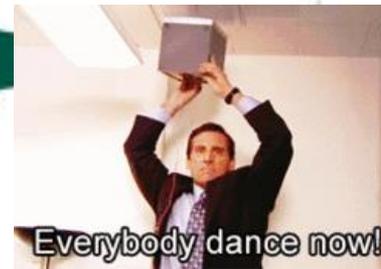
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The W Curve

Based on Oberg (1960) and Gallanhorn & Gallanhorn (1963)



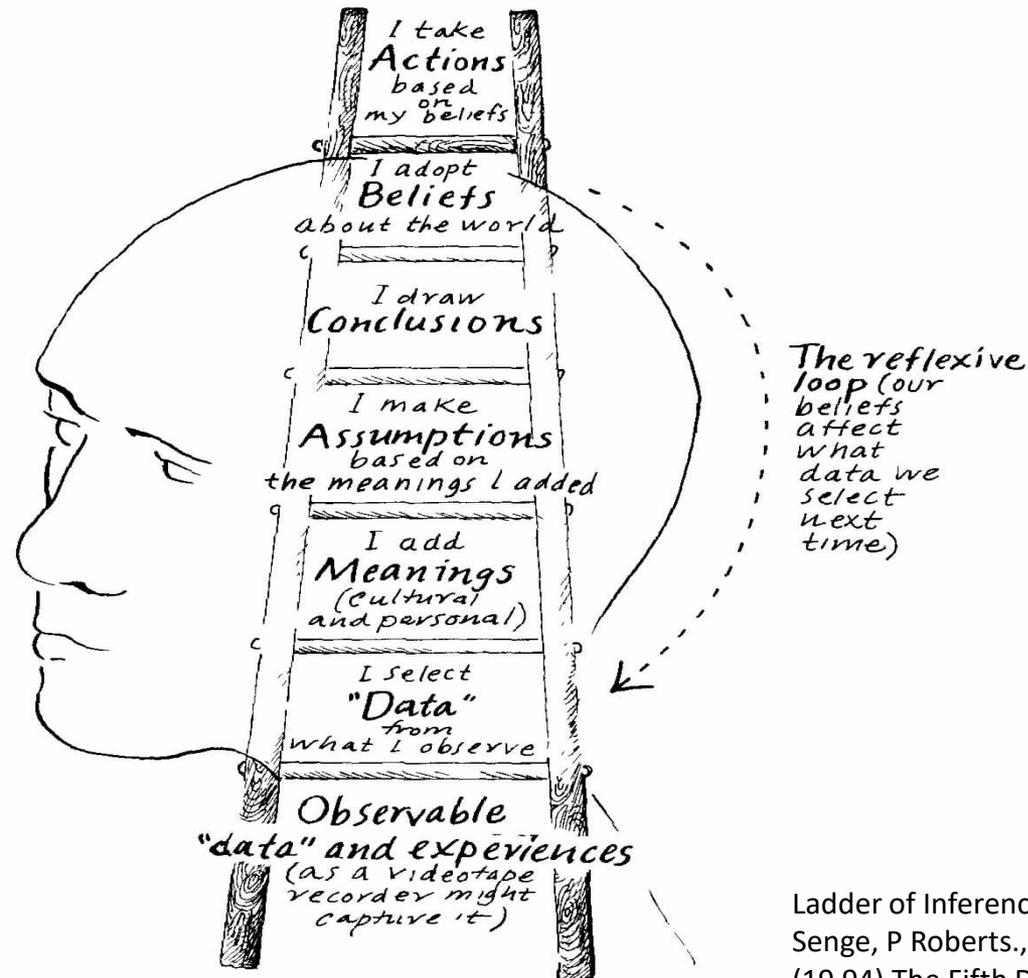


Diplomatic Reception





Ladder of Inference



Ladder of Inference by Chris Argyis
Senge, P Roberts., Ross R., Smith, B., Kleiner, A
(19 94) The Fifth Discipline

Four Layers of Diversity



- Personality
- Internal Dimensions
- External Dimensions
- Organizational Dimensions

*Internal Dimensions and External Dimensions are adapted from
Marilyn Loden and
Judy Rosener, *Workforce America!*
(Business One Irwin, 1991)
From *Diverse Teams at Work*,
Gardenswartz & Rowe (2nd Edition, SHRM, 2003)

Intercultural Competency

- It is the ability to recognize and understand differences in behaviour and ways of thinking.
- Requires self-awareness and personal action to know and address differences.
- Facilitates shifting and managing differences in a transparent, respectful and clear way.
- It enables individuals to work effectively in diverse environments.
- Involves overcoming hypersensitivity to political correctness and feelings of obligation, anger, resentment, etc.
- It is a lifelong learning process – it is impossible to know everything about every cultural group.

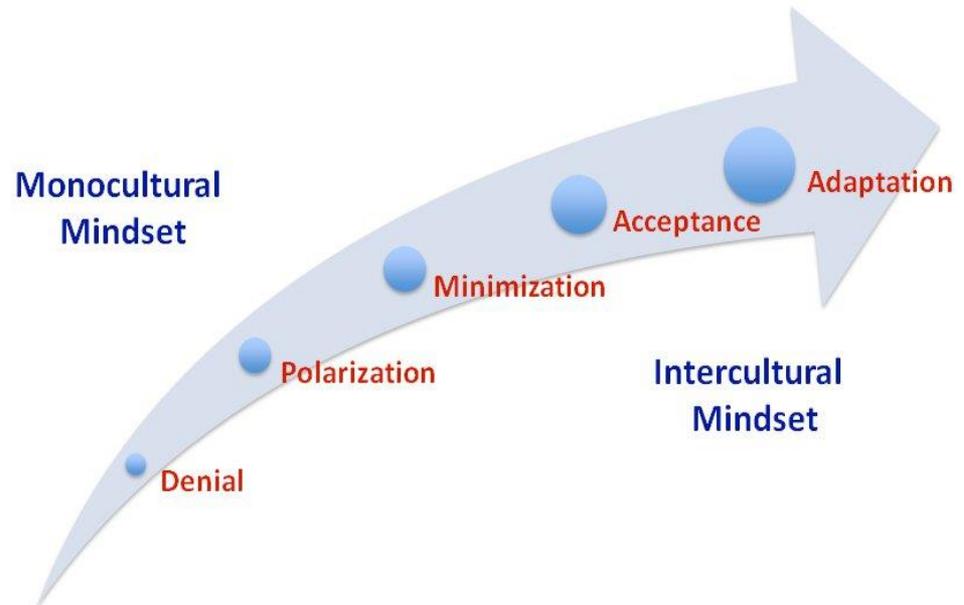




Developmental Process:

- Denial
- Polarization
- Minimization
- Acceptance
- Adaptation

Intercultural Development Continuum



*Adapted from Dr. Milton Bennet's Developmental Model of Intercultural Sensitivity (1993) for the IDI by Dr. Mitchell R. Hammer.

Strategies

- **Self awareness-** How do you normally deal with differences? What are your biases?
- **Flexible expectations-** expect differences!
- **Knowledge and understanding-** educate yourself on the culture, history and current issues of your host country. Be wary of relying on stereotypes and generalizations! <http://www.intercultures.ca/cil-cai/countryinsights-apercuspays-eng.asp>
- **Clarify-** make sure to ask for clarification when something is not clear.
- **Be a Tourist-** travel, visit attractions, eat at local restaurants and make a point to stay active in discovering and learning about your new home.

Strategies

- **Questions-** encourage that questions be asked of you. This is an opportunity for you to also educate others about where you come from.
- **Communication-** be aware of your communication style, and adapt your verbal and non verbal cues.
- **World knowledge-** stay informed and read the international section of numerous newspapers to learn different perspectives.
- **Respect-** You don't have to agree with differences of perspective, or approach, however you must be respectful of others and do your best to understand their context.
- **Remember-** differences can be fascinating and not always frustrating.



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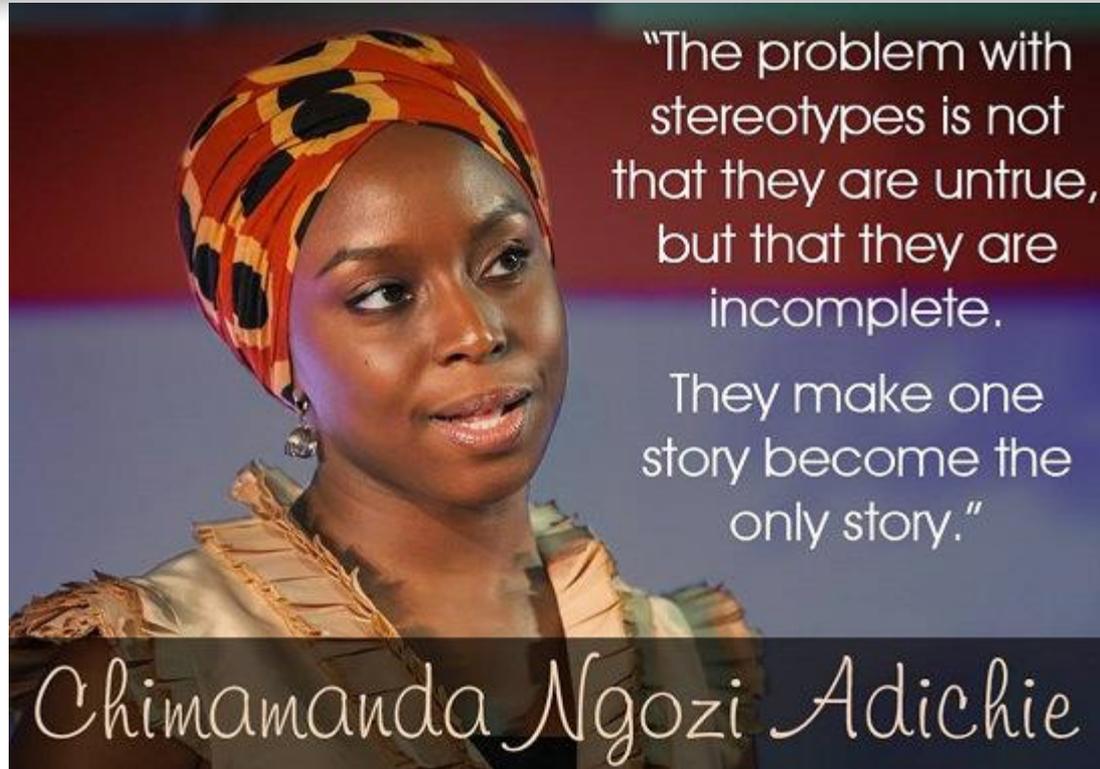
Activity # 2: A Single Story

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Activity # 2: A Single Story



- What part of the talk resonated with you and why?
- How do you think this talk relates to you as a student on an international internship?
- Take a moment to write a goal for yourself during your international internship.



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Take advantage of every opportunity during your international internship!

