

WELCOME TO TODAY'S TRAINING!

CLOSING THE GAP!
HOW TO IMPROVE CROSS
CULTURAL COMMUNICATION!

PRESENTED BY
LARRY ROBBIN
EXECUTIVE DIRECTOR
ROBBIN AND ASSOCIATES

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WHAT THIS WORKSHOP IS ABOUT

- 1. We will discover how culture influences communication relationships in a variety of ways.**
- 2. We will discuss the various common aspects of cultural communication styles of people from other countries.**
- 3. We will learn how culture influences relationships with teachers, counselors, workforce program staff and people in other roles.**
- 4. We will work collectively to develop strategies that will improve our ability to be better cross cultural communicators.**

POINTERS

NAME	THEIR POINTER
YOUR NAME	ONE THING I DO TO IMPROVE COMMUNICATION WITH PEOPLE FROM OTHER CULTURES IS THAT I

BEST PRACTICES FROM OTHERS

OBSERVATIONS ABOUT CROSS CULTURAL COMMUNICATION

- 1. Almost everyone is influenced by the cultural communication norms that have been passed down in their family and community. Even if you do not know the cultural background of your family or community, it may still influence how you communicate.**
- 2. It is important to understand both your own cultural norms and those of the people you are working with to improve communication. Become the student of other people so you can communicate with them more effectively.**
- 3. In order to learn about cultural norms, Google doing business with.... and put in the name of the country or group people come from that you want to learn about. Also, go to <https://geert-hofstede.com/countries.html> to understand more about the cultural norms of over 100 countries. Remember not every individual follows the cultural norms!**

4. **Cross cultural communication can be influenced by many factors. These can include gender, class, experiences in the country of origin, early experiences in this country and many other things.**
5. **Learn more about your own cultural communication style. Take these online assessments in order to get a better idea about the cultural context of your communication preferences.**
<http://www.online-leadership-tools.com/cultural-communication.html>
<http://www.laits.utexas.edu/orkelm/culture/contextsurvey.pdf>
4. **Our personal values and the personal values of the people we are communicating with will play a big part in how successfully we communicate across cultures. It is important acknowledge these feelings and preferences to make sure they do not block effective cross cultural communication as much as possible.**

CULTURAL NORMS AND DIFFERENCES

They are too quiet	They talk too much
They stand too close	They stand too far from you
They talk in Very long sentences	They only give one word answers
They ask about personal things	They don't want to get to know me
They don't look me in the eye	They stare into my eyes
They don't use body language	They wave their hands too much
They are too direct	They never say what they are thinking
They talk too much about themselves	They talk too much about their group
Men have more power	Women have more power
They can never decide things for themselves	They make decisions without the group
They are never quiet	They are always talking
They brag about themselves	They play down their abilities
They are too emotional	They don't show their emotions enough

**WHAT OTHER THINGS DO YOU THINK
ARE EXAMPLES OF CULTURAL NORMS?**

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

UNDERSTANDING CULTURAL IDENTITY MODELS

THE TRADITIONAL CULTURAL IDENTITY MODEL

People who live using this model, try to maintain as many aspects of life in their country of origin as possible. This includes dress, values, food, culture and ways of relating to other people.

THE ASSIMILATIONIST CULTURAL IDENTITY MODEL

This model is the exact opposite of the traditional model. People using this model try to leave behind all aspects of their previous identity in an effort to assimilate as much as possible into American culture and society.

THE MIXED CULTURAL IDENTITY MODEL

In this model, people combine some traditional aspects of life with an American identity. They may dress in predominantly American dress, but have some jewelry, accessory or hairstyle that comes from their country of origin. They mix diets, cultures and other things in their lifestyle going between the American way of life and their traditional ways.

THE DUAL IDENTITY CULTURAL MODEL

In this model, people assume an assimilation identity in the workplace and when they are outside of their home or community, but maintain a more traditional identity with their family and cultural community.

WHAT INFLUENCES THE CHOICE OF CULTURAL IDENTITY MODEL?

The cultural identity model that people will adopt will be influenced by a variety of factors including:

- 1. How they feel about being in the new country**
- 2. The cultural identity model they had in their country of origin**
- 3. The influence of family and friends**

WHAT OTHER THINGS WILL INFLUENCE THE CHOICE OF CULTURAL IDENTITY MODELS?

- 1.**
- 2.**
- 3.**
- 4.**

CONSIDERATIONS ABOUT WORKING WITH PEOPLE USING THE MODELS

- 1. Be careful not to let your personal preferences influence how you work with people. People are very sensitive about their identity and it is important to respect it.**
- 2. Watch closely for signs that the model is changing.**

WHAT THINGS CAN CAUSE THE CULTURAL IDENTITY MODEL TO CHANGE?

- 1.**
- 2.**
- 3.**
- 4.**
- 5.**

GATEKEEPER RELATIONSHIPS

- 1. People in authority roles are called gatekeepers because they can open or close the gate to opportunity, services, grades and other things.**
- 2. There are traditions about how to relate to gatekeepers in various cultures. Not everyone will use these traditional gatekeeper relationships, but they are commonplace within the cultural group of people.**

IDENTIFYING GATEKEEPERS

How many types of gatekeepers can you identify?

- 1. Teachers**
- 2. Landlords**
- 3. Police**
- 4. Government officials**
- 5. People at the DMV**
- 6.**
- 7.**
- 8.**
- 9.**
- 10.**
- 11.**
- 12.**
- 13.**
- 14.**
- 15.**

COMMON CULTURALLY INFLUENCED STYLES OF GATEKEEPER RELATIONSHIPS

4 = This is the style that I can relate to the best

3 = This style will not be a challenge for me to relate to

2 = This style will be challenging for me to relate to

1 = This style will be the most difficult for me to relate to

- 1. Try to manipulate the gatekeeper**
- 2. Challenge and confront the gatekeeper**
- 3. Wear down the gatekeeper**
- 4. Defer to the gatekeeper**
- 5. Bribe the gatekeeper**
- 6. Flatter and charm the gatekeeper**
- 7. Tell the gatekeeper what they want to hear**
- 8. Negotiate to win with the gatekeeper**

NOTES FOR IMPROVING MY ABILITY TO RELATE TO GATEKEEPER STYLES

These are the two styles had the lowest scores.

- 1. ___ Number of gatekeeper style.
 ___ My score**
- 2. ___ Number of gatekeeper style
 ___ My score**

IMPROVEMENT NOTES

GATEKEEPER RELATIONSHIPS

After a thoughtful analysis, you realize that the gate keeping style of an individual may be a barrier to them being successful in this country. You are going to have a conversation with them about this and you want to think of the best way to approach this sensitive topic. What do you think are the best practices for having conversations of this type?

1.

2.

3.

4.

5.

COMMON MISTAKES MADE IN CROSS CULTURAL COMMUNICATION

- 1. Culture bumps are moments in time when someone makes a mistake in relating to someone from another culture. Even people who are very good at cross cultural communication can easily cause a culture bump. There are cultural traditions about whether it is better to talk over the culture bump or to just let it go and move on and not do it again.**
- 2. A common mistake is inadvertently stereotyping someone from a cultural group and not seeing if the individual communicates in the way that is traditional for their group.**
- 3. A frequent mistake is not noticing that someone's cultural communication style, goals, or life circumstances are changing and how that will influence how they relate to you.**

QUESTIONS

- 1. You are teaching a class and the students come from many different cultural backgrounds. Some of them have cultural communication styles that are very different from each other. What should you do as a teacher to communicate as effectively as possible with all of your students?**
- 2. You come from a cultural group that has a history of conflict with the cultural group of another individual. You sense that you two are not relating very well. What would you do in this situation?**
- 3. You are working with someone from a very mixed heritage. The way they communicate is very unique and difficult for you to figure out. What do you think you should do in this situation?**

THINGS I WANT TO
REMEMBER FROM THIS WORKSHOP