



ED ENUF

THE DIVERSITY E-LEARNING PLATFORM

Cross-Cultural
Interactions

ED ENUF

You will find these icons positioned throughout Ed Enuf's handouts to bring your attention to important points and help you sharpen your skills.

ACTION PLANNING

Unless applied to our day-to-day behavior, learning does not transfer into action. Here's a place to write down how you will apply what you learned.



DATA POINT

Here's the data to back it up! You'll find a study, statistic, or scientific finding that supports the essential nature of the topic.



PAUSE FOR EFFECT

It's easy to read through an important point without synthesizing it. When you see this icon, reread the highlighted sentence, then take 60-seconds to ponder it.



PLAY VIDEO

Before continuing, log onto the Ed Enuf platform and watch the corresponding video lesson. We'll introduce the key concepts that will be discussed in the following topic.



SPARK THE CONVERSATION

Practice your critical thinking skills by answering these questions – either individually or as a group.

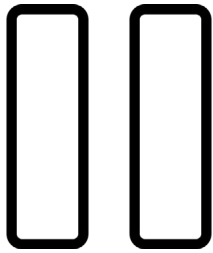


TIPS FOR SUCCESS

Here's an invitation to implement something new into your everyday life. Try applying it and see how it goes!



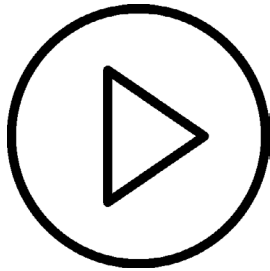




“THE ESSENCE OF CROSS-CULTURAL COMMUNICATION HAS MORE TO DO WITH RELEASING RESPONSES THAN WITH SENDING MESSAGES. IT IS MORE IMPORTANT TO RELEASE THE RIGHT RESPONSE THAN TO SEND THE RIGHT MESSAGE.”

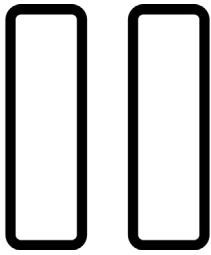
- EDWARD T. HALL



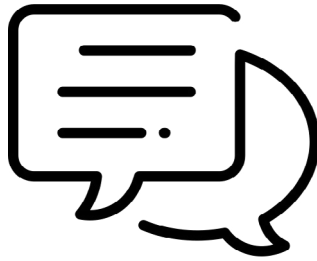


Log onto Ed Enuf and watch

CROSS-CULTURAL INTERACTIONS



“CULTURE CAN BE DEFINED AS “DEEPLY ROOTED PATTERNS OF VALUES, CUSTOMS, ATTITUDES AND BELIEFS THAT DISTINGUISH ONE GROUP FROM ANOTHER.” CULTURE CONSCIOUSLY GUIDES OUR BEHAVIOR AND THOUGHTS. IT OFTEN INFLUENCES OUR SENSE OF BELONGING, MOTIVATION AND EFFECTIVENESS AT WORK. DEVELOPING AN UNDERSTANDING AND AWARENESS OF YOUR OWN CULTURE AND CULTURES DIFFERENT FROM YOUR OWN CAN HELP STAFF AND LEADERS FROM DIFFERENT BACKGROUNDS INTERACT MORE EFFECTIVELY.



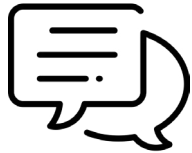
- When you think of the term “culturally intelligent,” what comes to your mind?
- Do you think cultural intelligence is an essential skill in the workplace? Why or why not?
- Why are some individuals able to adeptly move in and out of cultures daily while others seemingly cannot?



Four areas of
*Effective Cross-Cultural
Interactions*

I. **Self-Awareness**

We cannot begin to understand another culture until we first understand our own.



- *How would you describe your culture to someone?*
- *What aspects of your culture do you most benefit from?*
- *What aspects of your culture might you like to change?*

2. Cultural Humility

The National Institutes of Health (NIH) defines cultural humility as “a lifelong process of self-reflection and self-critique, whereby the individual not only learns about another’s culture, but one starts with an examination of their own beliefs and cultural identities.” This must involve intentional and strategic efforts to learn cultures different from your own.



- *Do you have a general understanding of how cultural systems, cultural norms and values are different in societies and environments?*
- *What can you do to increase your understanding of different cultures?*

3. Perpetual Curiosity

We must remain perpetually curious in order to create an interest in learning about others, and create spaces to break down barriers to cultural differences. Make sure that you engage others in conversations aimed at getting to know more about themselves rather than them getting to see things from your perspective. Ask questions like:



- *How are we alike?*
- *How are we different?*
- *How do we work effectively together, knowing our similarities and differences?*
- *How can we communicate more clearly together?*

4. Action

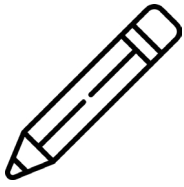
We must work actively to change verbal and nonverbal behaviors that might reflect our biases and block effective communication with people from different cultures. These might include:

- **Speech:** Specific words and phrases used in a culture.
- **Verbal Behavior:** Volume, tone, and pace of speech.
- **Nonverbal Behaviors:** Gestures, proximity and facial expressions.



- *What are some specific strategies you might want to implement to improve your cross-cultural interactions?*
- *Who do you need to actively engage in conversations with to improve your skills in cross-cultural interactions?*





MY ACTION PLAN FOR DEVELOPING SKILLS IN CROSS-CULTURAL INTERACTIONS

Based on the self/group reflection done in this course, I plan to practice the following behaviors that will enhance my ability to embrace the diversity that has become a part of the 21st-century workplace:

1.

2.

3.