

**Forum on Workplace Inclusion
April 12, 2018**

Exercise #1:

Below are five alternative definitions of cultures. Which definition(s) of culture do you prefer? You can choose as many as you wish.

1. Objective visible artifacts such as rituals, superstitions, heroes, myths, symbols and taboos.
2. Basic truths about identity and relationships, time and space, ways of thinking and learning, ways of working and organizing, and ways of communicating.
3. Ideals shared by group members to which strong emotions are attached.
4. The “right” and “wrong” ways of doing things. The rules people live by in practice.
5. Subjective behavioral orientations to do things in one way, rather than another. They are most noticeable in relationship styles, thinking and learning styles, organization and work styles and communication styles.

Exercise #2:

Cross-Cultural Checklist

1. Think about another country or culture.
2. Complete the checklist answering “Yes,” “No,” or “Don’t Know” to each question.
3. Where you answer “Don’t Know,” how will you find out about the answer to this cultural question?

	Yes	No	Don't Know
Non-verbal communication			
Should I expect differences in what is thought of as appropriate “personal space”?			
Should I anticipate differences in the way my counterparts use touch?			
Is there anything particular I need to be careful about in giving or receiving business cards?			
Should I avoid any particular gestures?			
Should I expect differences in the level of acceptable eye contact?			
Do I know what body language is taboo?			
Communication			
Should I anticipate different attitudes about the acceptability of asking personal questions?			
Should I anticipate different attitudes towards the acceptability of humor and emotions?			
Should I anticipate different attitudes towards the acceptability of interrupting?			
Do I know what type of argument is likely to be most persuasive?			
Should I anticipate a different attitude towards addressing difficult issues directly?			
Do I know what style of feedback is acceptable?			
Should I anticipate different expectations about the expression of criticism?			
...the expression of anger?			
...the formality of feedback?			
...the use of silence?			
Do I know the range of ways in which disagreement is likely to be expressed?			
Should I expect a different style of conflict resolution?			

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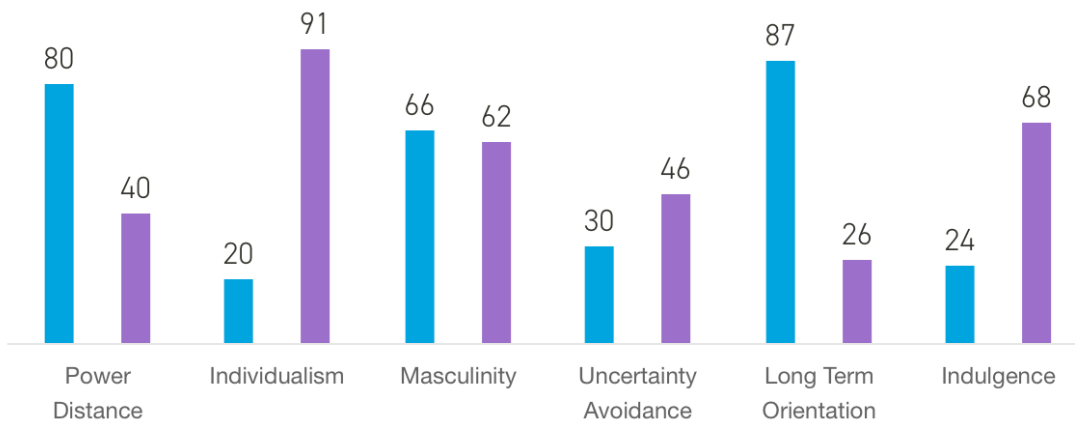
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	Yes	No	Don't Know
Should I anticipate different communication styles to be in use?			
Do I know when to use first names and surnames?			
Do I know what professional titles to use?			
Should I anticipate different attitudes towards the importance of saving face?			
Should I anticipate a different use of tone or pitch when speaking?			
Should I expect different attitudes towards displays of affection?			
Should I anticipate different attitudes towards small talk?			

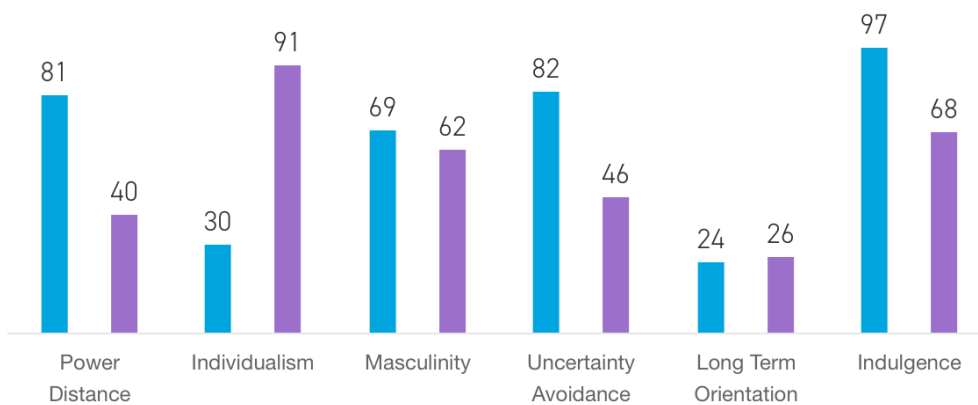
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China × United States × |



Mexico × United States ×

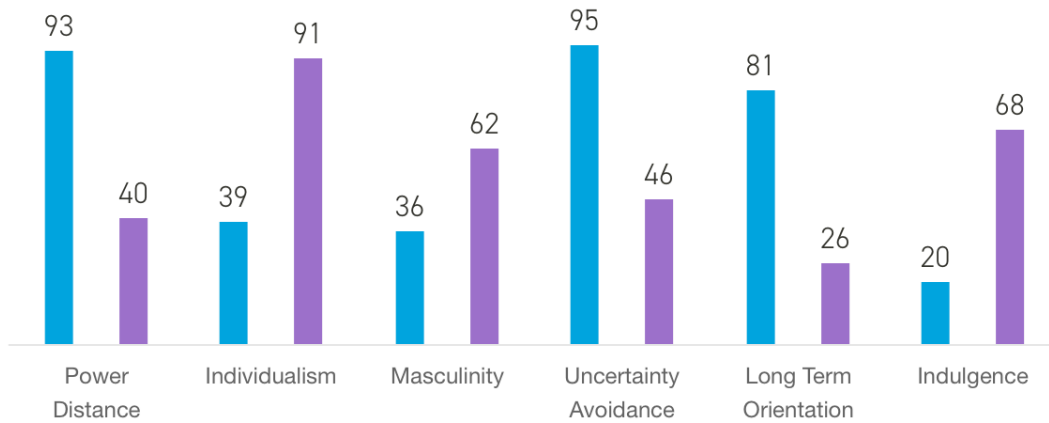


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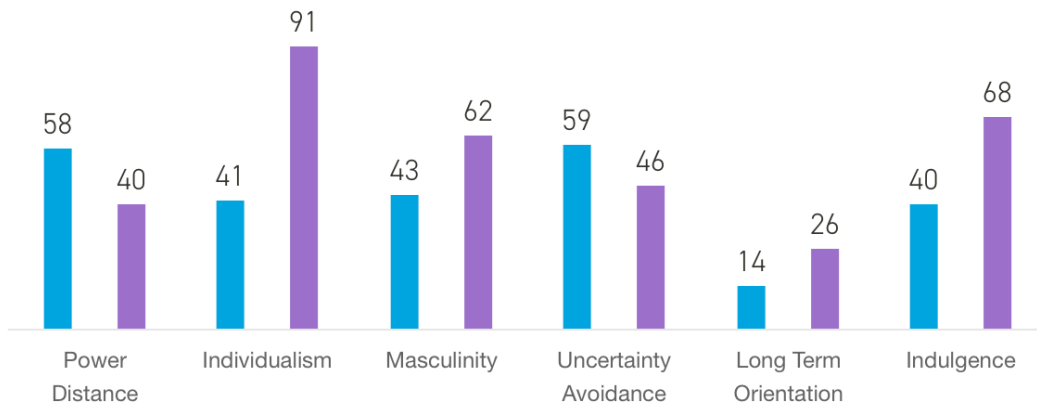
Russia ×

United States ×



Iran ×

United States ×



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