Peaches and Coconuts: Improving our intercultural effectiveness

Rick Huizinga
Introduction: Culture Matters
Reflect and Discuss

What’s your cultural background?

• What does that mean in terms of what is important to you?
• How does it influence your behavior?
The Plan

• Introduction
• All things culture
• Cultural Intelligence: A plan for personal and professional success
Introduction: Competency Matters

“Denial” Defense Minimization

“People are really just the same. What we have in common is much more important.”

Acceptance Adaptation Integration

“When possible, I try to understand the perspectives of others and act accordingly.”

“I don’t think there’s any other way.”

“My way is better than their way.”

“People’s values and behaviors are different and I’m pretty interested in learning about them.”

“I can fluidly move between cultures without even thinking about it.”

What is CULTURE?

Layers of behavior, attitudes, assumptions, etc. that are familiar, expected, and accepted.

-Adapted from Pelligrino Riccardi
Some differences are about unseen values...

Collectivist Cultures
- Concepts of relationships
- Saving Face
- Competition

Uncertainty and ‘Being’
Some differences impact communication and interpersonal behaviors...

- **Low Context**
  - Direct Feedback
  - Egalitarian
  - Consensual
  - Task-based
  - Confrontational
  - Linear Time

- **Communicating**
  - Evaluating
  - Leading
  - Deciding
  - Trusting
  - Disagreeing
  - Scheduling

- **High Context**
  - Indirect Feedback
  - Hierarchical
  - Top-Down
  - Relationship-based
  - Avoid Confrontation
  - Flexible Time

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Q. What’s the difference between people that succeed in multicultural environments and those that fail?

A. Cultural Intelligence: the capability to relate and work effectively in culturally diverse situations.
Cultural Intelligence (CQ)

CQ Drive
Your interest, drive and confidence to adapt to multicultural situations.

CQ Knowledge
Your understanding about how other cultures are similar and different.

CQ Action
Your ability to adapt when relating and working interculturally.

CQ Strategy
Your awareness and ability to plan for multicultural situations.
CQ Drive

• Intrinsic Interest
  • To what degree are you motivated? Do you ever stop trying to interact with a person from a different culture than your own? Who’s in your friendship group?

• Extrinsic Interest
  • Job skills, Future work?

• Self-Efficacy
  • The role anxiety can play—be confident
  • Are you being stewardly of your strengths?
Find out if Bi Bim Bap tastes as fun as it sounds.
CQ Strategy

• **Planning** before the encounter
  • What aspects of culture do you need to know/research before departure?

• **Mindfulness** during the encounter

• **Checking** after the encounter

• *Don’t forget, CQ is not just a ‘what is,’ but also a plan for improving cross-cultural skills!"
CQ ACTION
“You don’t have to change WHO you are, but it does change how you express it. You have to figure out how other human beings, who have grown up in a different culture and society from you, express their honesty and integrity in their own way—and then you must do it in the same way.”

-Sir John Parker
CQ Action: Some Final Suggestions

• One-on-One interactions
• Push past the awkward!
  • Be mindful of your anxiety
• Give time for responses. Silent pauses are OK!
• BE OPEN. BE CURIOUS. BE OPENLY CURIOUS.
• Relationships Relationships Relationships Relationships Relationships
• Manage/Be mindful of awkwardness
• Invite OR Accept invitations
• Find the similarities. Find your joy.
• When comfortable, practice!
Further Resources

- *The Culture Map* by Erin Meyer
- The Cultural Intelligence Center (Assessments available)
- The Hofstede Center
- *Global Dexterity* by Andy Molinksy
- *Leading with Cultural Intelligence* by David Livermore
- *Cultural DNA* by Gurnek Bains

- Rick!
Thank You!

“A first-grader should understand that his or her culture isn’t a rational invention; that there are thousands of other cultures and they all work pretty well; that all cultures function on faith rather than truth; that there are lots of alternatives to our own...It’s a source of hope. It means we don’t have to continue this way if we don’t like it.”

-K. Vonnegut