

## **Culturally Conscious Leadership**

"Diversity is a key driver of innovation and is a critical component of being successful on a global scale." – Forbes

"Ethnically diverse companies are 35% more likely to have financial returns above the industry median." – McKinsey



## **Culturally Conscious Leadership**

How many of you were born outside the US?

How many of you are working with colleagues or employees from other countries?

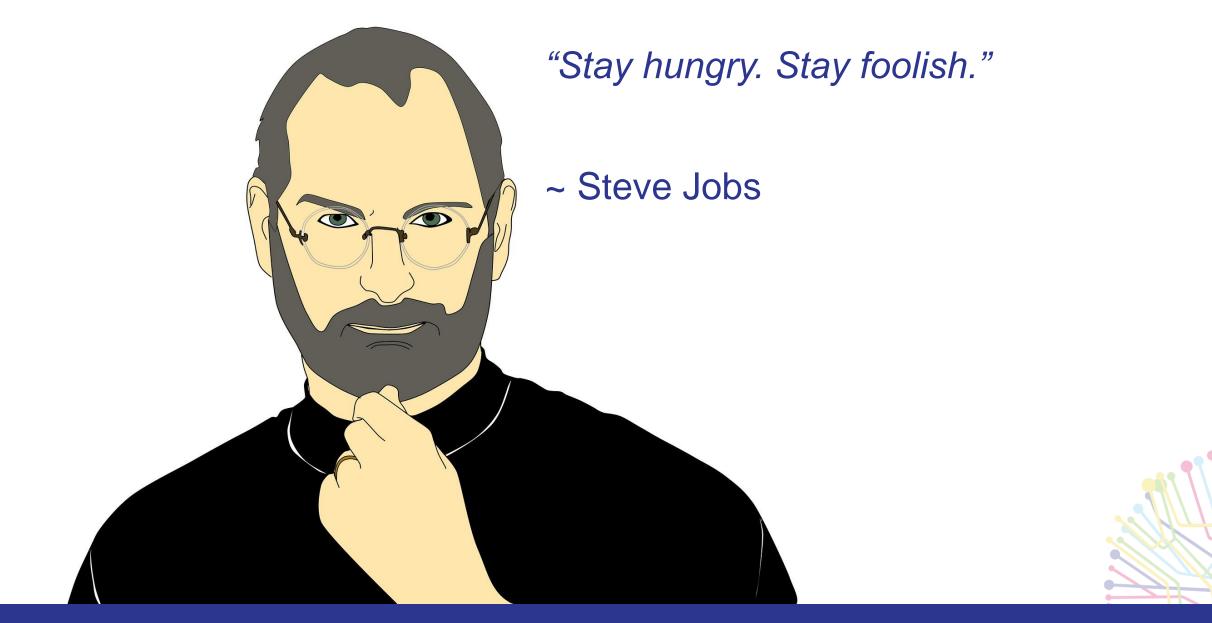
How many of you want international experience?















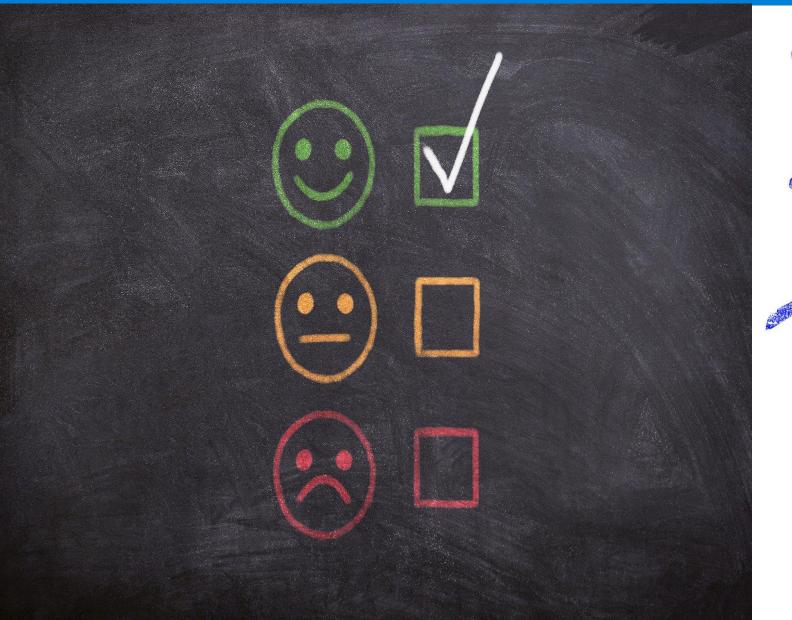






### What's the worst that can happen?





Plan (

# What is a personal paradigm?

A paradigm is a person's frame of reference. A person's paradigm is how they see the world based on all the information that they have gathered and the beliefs that they possess.











#WOTC19

The behaviors in a multicultural, diverse team cannot be judged from one's own cultural paradigm.

#### What I learned

Be aware of paradigms and avoid assumptions. Make the effort to understand cultural differences in the team, communication styles, feedback styles, humor, festivals & holidays.



### Language & Idioms

#WOTC19

Professional communication may be misinterpreted or difficult to understand, **especially in idiomatic use.** 

#### What I learned

Speak English slowly, and ensure the key messages have been understood. Avoid idioms. Fluency in English is not an indicator of a person's smartness or competency.



#### **Professional Etiquette**

#WOTC19

Approaches to professional etiquette can vary significantly between cultures.

#### What I learned

Learn more about international etiquette. Be aware of differences in greeting styles and social norms.



#### **Culturally Conscious Leadership**

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- 2. Speak English slowly, and ensure the key messages have been understood. Avoid idioms. Fluency in English is not an indicator of a person's smartness or competency.
- 3. Learn more about international etiquette. Be aware of differences in greeting styles and social norms.











