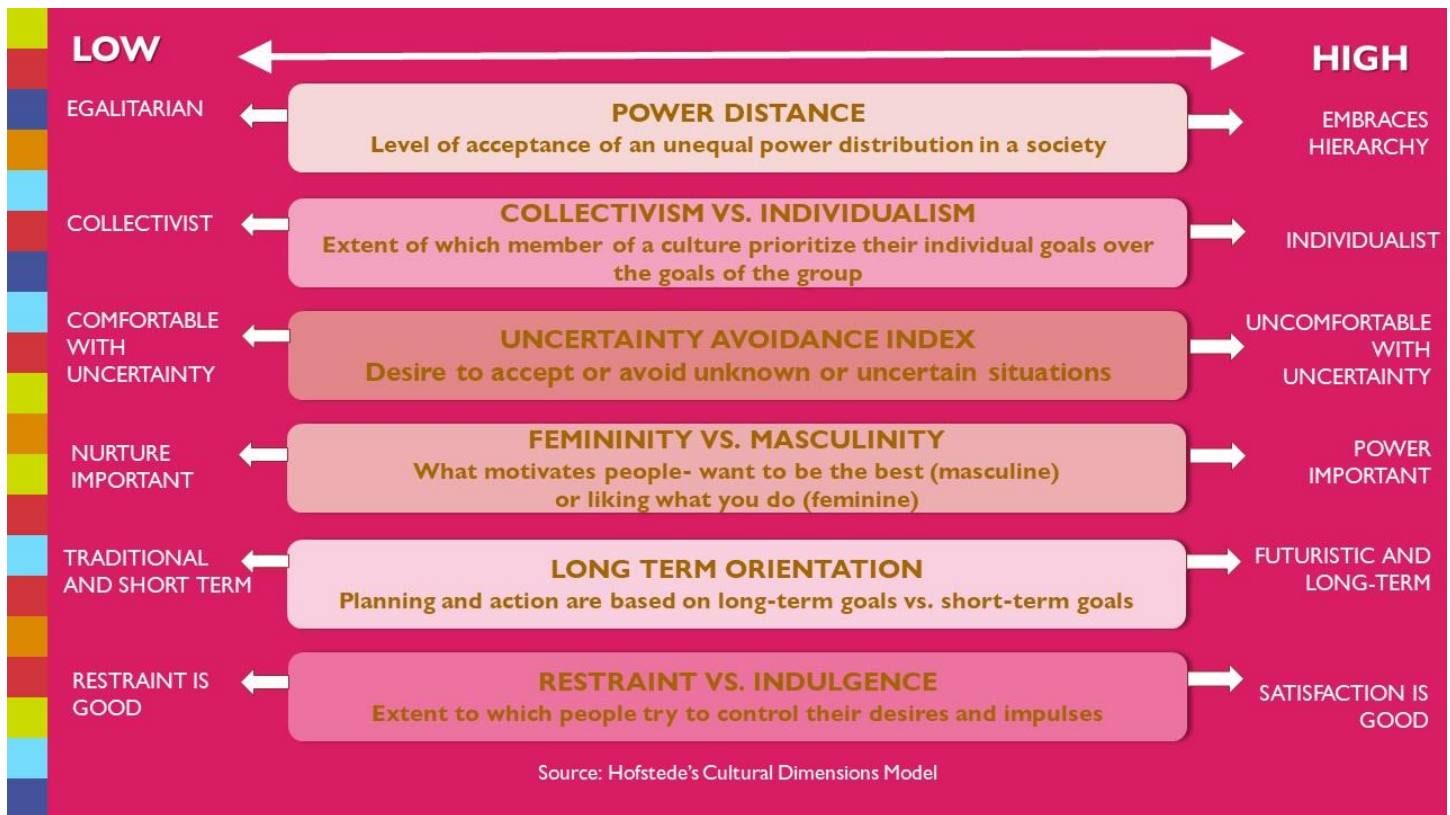


# RESOURCE SHEET

## BUILD A FRAMEWORK FOR CROSS-CULTURAL COMMUNICATION

WOTC | East | 2022

### Hofstede’s Cultural Dimensions Model



### NOTES:

# The L.E.A.R.N. Model For Cross-Cultural Communication

Learn to Communicate Across Cultural Differences		
<b>L</b>	<b>Listen</b>	To assess and align understanding and expectation, root cause of potential misunderstandings. Bring an attitude of curiosity and humility to promote trust and understanding.
<b>E</b>	<b>Explain</b>	Convey your own perceptions of the situation, keeping in mind that the other person may have a different understanding of the situation based on cultural perspective or ethnic background.
<b>A</b>	<b>Acknowledge / Ask</b>	Validate. Be respectful when discussing the differences between their views and your own. Take ownership of your actions. Separate intention from impact. Point out areas of agreement as well as difference and try to determine whether disparate belief systems may lead to a breakdown of trust, credibility, respect, collaboration. Ask questions to diagnose, clarify, align, invest, discover, evaluate, empower. A meeting of the minds and the heart.
<b>R</b>	<b>Recommend</b>	Develop and propose a solution – what you can do differently moving forward to reduce opportunities for misunderstandings?
<b>N</b>	<b>Negotiate</b>	Reach an agreement on plan of action in partnership with the other person, incorporating culturally relevant approaches that fit with the other person's perceptions, needs

Cultural Competency Building Blocks
Cultural Competency Level
Open Attitude
Self-Awareness
Awareness of Others
Level of Cultural Knowledge and Skills

## SCENARIO:

***Diana recently moved from her small hometown in Canada to NYC, one of the most populous cities in the country. After taking time out to raise her 3 children, she's returning to the workplace after a 10-year absence. Diana is of Native American ancestry and grew up in a community where cultural emphasis is on the strength and connection of social groups. In her community, group embeddedness is preferred over individualism, and it is validated by kinship relationships, both natural and symbolic.***

When Diana arrived, her new job required her to work with a colleague, 'Tina', a 24-year old millennial, who grew up in the city in a lower-middle class neighborhood. Tina is a "go-getter" – very independent and strategically focused. She demonstrates high technical competence and is eager to advance her career. Tina is first-generation American born. She was raised by her widowed father, an Eastern European immigrant.

In Diana's interactions with Tina over the first few weeks on the job, she found herself frustrated by what she perceived to be Tina's lack of social niceties. Tina seems to be detached and abrupt in her interactions. Outside of work-related conversations, she does not seem interested in Diana. She doesn't ask Diana how her day is going, or how her onboarding is going. She always seemed to get right down to business. Their interactions lack rapport and Diana senses Tina's frustration whenever she asks her for help, especially with various database systems and processes. Diana feels that Tina is consistently being rude to her.

**Rather than continue to feel annoyed, Diana decides it would be more productive to take a step back and reflect with greater intention upon their interactions.**

## SMALL GROUP DISCUSSION ACTIVITY:

- Using **Hofstede's Cultural Dimensions Model**, identify the communication, cognitive, and emotional gaps between Tina and Diana
- Using the **L.E.A.R.N. Model** and the **Cultural Competency Building Blocks**, how would you coach Diana to help her bridge these gaps with Tina?

	HIGH		LOW	
	Tina	Diana	Tina	Diana
Power Distance				
Collectivist				
Individualist				
Uncertainty				
Femininity				
Masculinity				
Long-Term Orientation				
Restraint				
Indulgence				

## OUR COACHING RECOMMENDATIONS:

### MY CROSS-CULTURAL COMMUNICATION OPPORTUNITY ACTION PLAN

	Strengths	Challenges	Growth Opportunities
Open Attitude			
Self-Awareness			
Awareness of Others			
Cultural Knowledge			
Cultural Skills			

### LET'S MAKE IT RAIN! CO-CREATE OUR OPPORTUNITY CLOUD

To share your growth opportunity, go to: [www.wooclap.com](http://www.wooclap.com)

**Enter Event Code:** UJHGKK



## **CONTINUE INVESTING IN CULTURAL COMPETENCY CAPABILITIES!**

For information on coaching and team development facilitation services to increase cultural competency in your company:

**Contact:** Jacqueline Dolly

[Bedohaveresultsnow@gmail.com](mailto:Bedohaveresultsnow@gmail.com)

**LinkedIn:** <https://www.linkedin.com/in/jacquelinedolly14/>

### **ADDITIONAL DEVELOPMENT EXPERIENCES**

- Develop a Flexible Communication Style
- Reduce Unconscious Bias
- Transform Your Results with a Psychologically Safe Culture
- Women's Leadership Programs
- Black Professional Leadership Development
- Lead By Consent; Not By Title
- Onboard Like a Rockstar!

### **READING RESSOURCES**

[How do I become culturally competent?](#)

[Hofstede's Cultural Dimension's Theory](#)

[Cross-Cultural Communication in the Workplace](#)

[Cross-Cultural Communication Leads to Workplace Success](#)

[How to Perfect Cross-Cultural Communication in the Workplace](#)

[3 Situations Where Cross-Cultural Communication Breaks Down](#)

[How Cultural Differences Can Impact Your Global Teams](#)

[Getting Cross-Cultural Teamwork Right](#)