

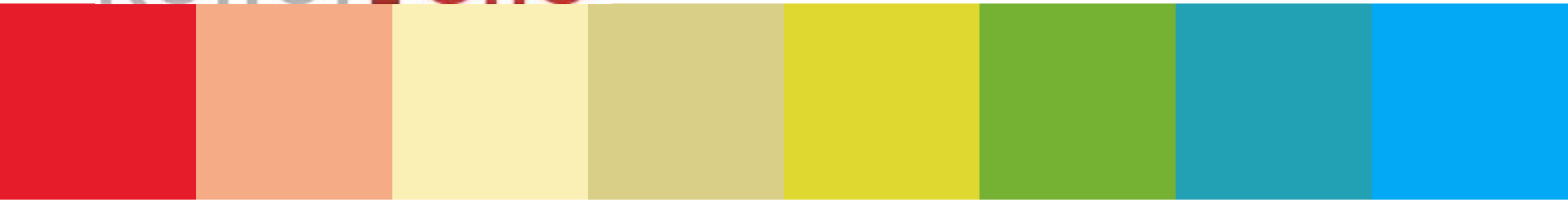
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CULTURAL SPEED DATING

constructing trust &
getting your point accross

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CULTURE INFLUENCES @ WORK

RECOGNISE

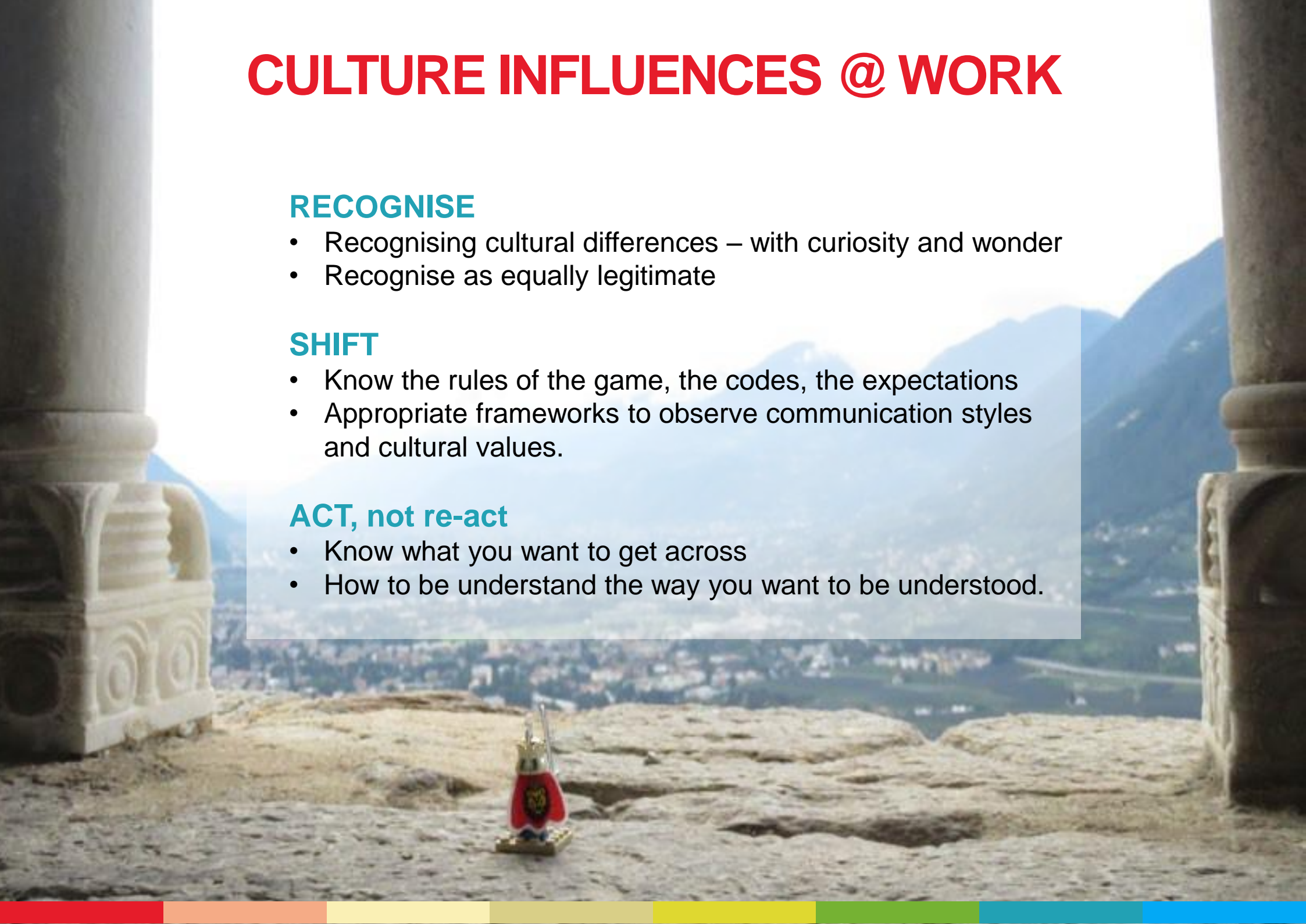
- Recognising cultural differences – with curiosity and wonder
- Recognise as equally legitimate

SHIFT

- Know the rules of the game, the codes, the expectations
- Appropriate frameworks to observe communication styles and cultural values.

ACT, not re-act

- Know what you want to get across
- How to be understood the way you want to be understood.



RECOGNIZE



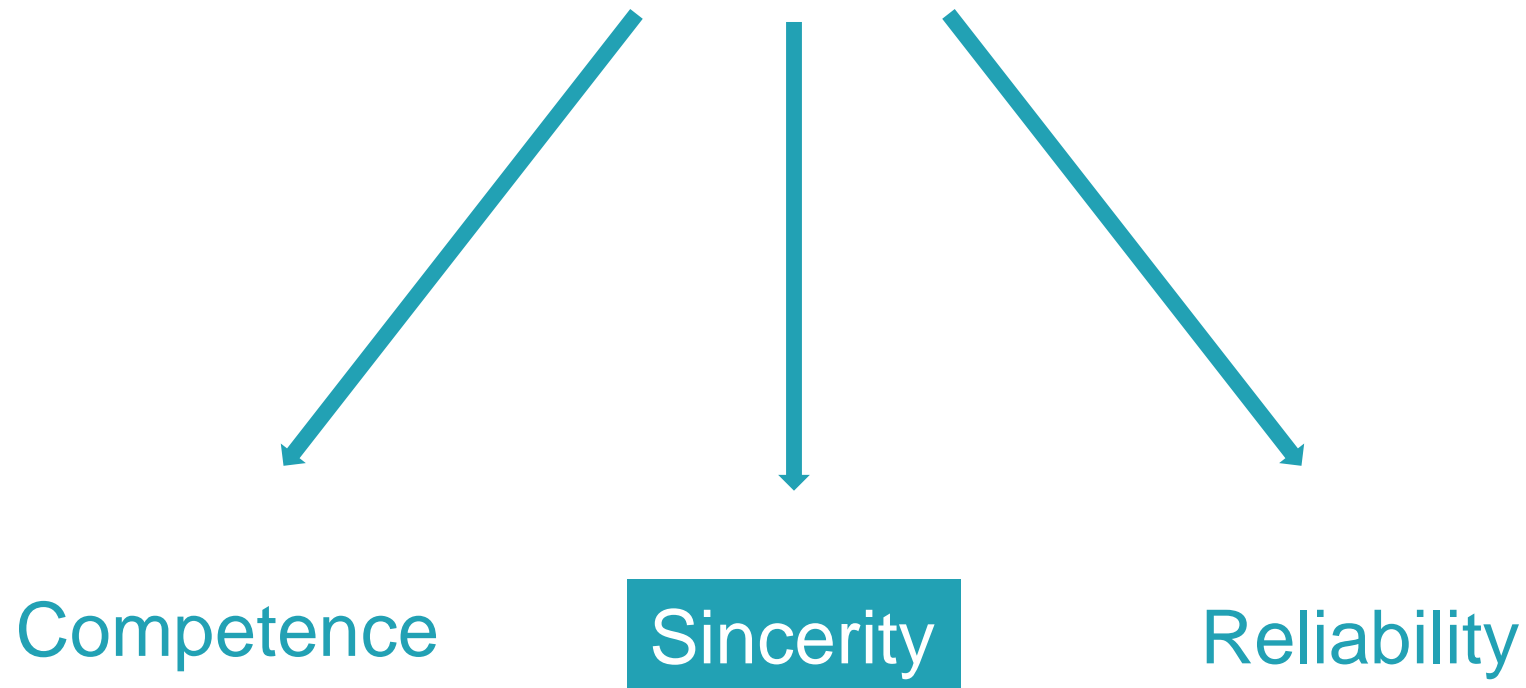
SPEED DATING

10 min in total – must change when whistle blows

- Introduce yourself
- Find out about the other person



TRUST



“I just know.”

“ It feels like my parter is really honest.”

“ I have the right feeling.”

“ Something is not right.”

CULTURAL FRAMEWORKS

A long bridge with multiple concrete piers spans across a wide river. The scene is misty, with a thick layer of white fog rising from the water's surface, partially obscuring the lower parts of the bridge and the surrounding landscape. The sky is a clear, pale blue. In the background, there are some trees and distant structures on the far bank.

Language use

Non – verbal behaviour

Communication style

Cultural Values

A horizontal bar at the bottom of the slide features a color gradient. It starts with a red segment on the left, followed by orange, yellow, light green, and finally a blue segment on the right.

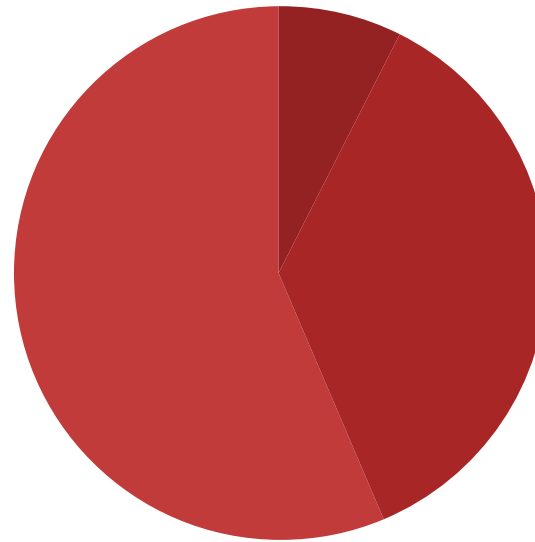
SHIFT



NON-VERBAL BEHAVIOUR

Mehrabian Rule

- Tone
- Face/gestures
- Eye contact
- Touch
- Space
- Conversational turn taking



- Words
- Tone of Voice
- Body Language

When communication feelings and attitudes
(likes – dislikes)

Meetings

Telephone calls

Virtual conferences

NON-VERBAL BEHAVIOUR



"The boss said you can come back in now. But never, ever make eye contact with him again."



NON-VERBAL BEHAVIOUR



CONVERSATIONAL TURN TAKING

Anglo-Saxon:

- A _____
- B _____

Latin:

- A _____
- B _____

Asian:

- A _____
- B _____

“Cultural differences in matters of turn-taking can lead to conversational breakdown, misinterpretation of intentions, and interpersonal intergroup conflict.”

Walt Wolfram and Natalie Schilling-Estes, 2006

LOW CONTEX

- Literal & precise meaning of words used rule oriented (external rules)
- Sequencing and separation of time/space/relationships
- Task centred/ action oriented
- Change more easily promoted
- Linear and individualistic
- More knowledge codifies and publicly accessible

HIGH CONTEX

- Meaning in verbal and non-verbal and between the lines
- Less verbally explicit, less formal information
- Long term relationships
- Knowledge is situational, relational
- Relational and collectivist
- Intuitive
- Decision and activity focus around personal face to face

ACT

Group work 10 min
2 min presentation

CULTURE INFLUENCES @ WORK

RECOGNISE

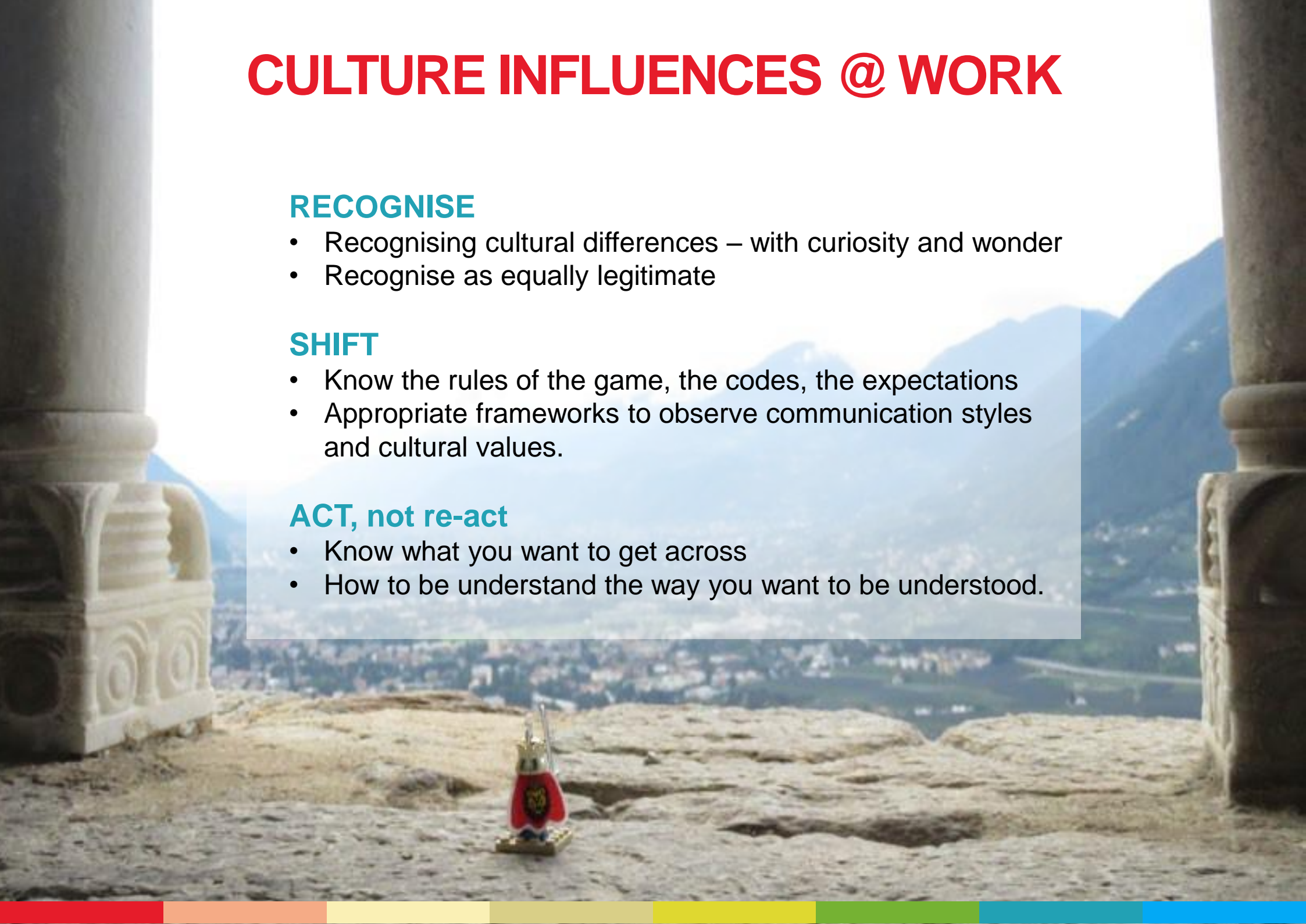
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What is your main take away from this session?

What will you do differently?



Thank you! Grazie!
Danke! Obrigada!

kultur.elle

Telephone: +39 349 8205885

E-mail: info@kulturelle.com

www.kulturelle.com

