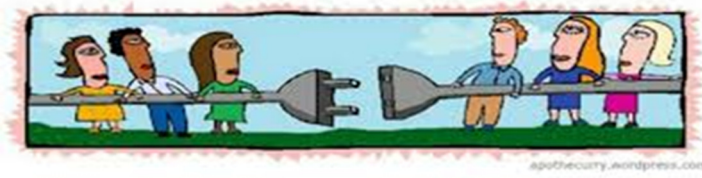


Can You See What I See?

Managing Cross-Culture Communication Challenges



2017 Regions 4 and 6 Summer Meeting



Ginger Kwan

- Open Doors for Multicultural Families (CPRC)
- Executive Director and CPRC Project Director



Nelsinia Ramos

- WI Family Assistance for Education, Training & Support (PTIC & RPTAC R4)
- Parent Services Coordinator & Multicultural



Joe Goyos

- Support for Families of Children with Disabilities (CPRC & PTIC)
- FRC Education Program Director

Objectives

- a. Prepare parent centers to expand their cultural capacity.
- b. Identify effective ways to communicate and support multicultural staff.
- c. Understand staff who are parents of children with disabilities and recognizing this as a social group with its own norms and how that impacts the workplace.

Six Fundamental Patterns of Cultural Differences

- DuPraw and Axner (1997)
- Working on common cross-cultural communication challenges
- Respecting our differences and working together
- Article published by AMPU Guide

1. Different Communication Styles

- Language usage; i.e. the word yes:
 - *maybe, I'll consider it, definitely so*
- The importance given to non-verbal communication
 - Gestures
 - Personal distance
 - Loud conversations

2. Different Attitudes Towards Conflict

- Conflict perception:
 - positive or avoided?

3. Different Approaches Completing Tasks

- Different access to resources
- Different judgement of the reward
- Different notion of time
- Amount of relationship-building and task-oriented work involved

4. Different Decision-Making Styles

- U.S. assigns responsibilities to subordinates
- EW European & Latin American hold decision making responsibilities to oneself
- Japan prefers consensus
- Expectations about our own roles

5. Different Attitudes Toward Disclosure

- Comfortable/not comfortable revealing
 - Emotions
 - Reasons behind a conflict
 - Personal information

6. Different Approaches to Knowing

- Notable differences on the ways people come to know things
- Research vs. in-person cultural experiences
- Gain through striving toward transcendence

Guidance to Multicultural Considerations

- Learn from generalizations about other cultures
- Practice, practice, practice
- Keep questioning your assumptions
- Listen actively and empathetically
- Honor their opinions about what is going on
- Try to look at the situation as an outsider
- Evaluate power imbalances

Resources

- Du Praw, M.E. and Axner, M. (1997). *AMPU Guide: Working on Common Cross-Cultural Communication Challenges*. Retrieved from <http://www.pbs.org/ampu/crosscult.html>
- Kiss, G. (2005). Managing cross-cultural communication challenges
- Toward a more perfect union in an age of diversity. Retrieved from <http://www.zmne.hu/aarms/docs/Volume4/Issue2/pdf/02kiss.pdf>
- Cultural Competence in a Multicultural World. (n.d). In *Community Tool Box online resource*. Retrieved from <http://ctb.ku.edu/en/table-of-contents/culture/cultural-competence/multicultural-collaboration/tools>

What would I have done
differently if I have known....

-- CHECK IN POINT --