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Suggestions for Using “Cross-Cultural Hooks”

Objectives:

- Identify personal cross-cultural button pushers
- Recognize the cultural sources of irritating behaviors
- Take a first step in getting beyond culturally connected blocks to productive relationships

Intended Audience:

- Individuals seeking to increase cross-cultural understanding
- Trainees in a diversity seminar
- Managers who are finding difficulties in dealing with their diverse staff members
- Employees who are experiencing negative interactions with employees and/or customers/clients of other cultures

Materials:

- Copies of the worksheet *Cross-cultural Hooks*

Processing the Activity:

- Individuals check those behaviors they find irritating, then they jot down their typical reaction to each behavior checked.
- After a lecture or explanation of the 10 dimensions of culture, individuals discuss (in small groups or the total group) the dimensions of culture that may be at the source of each behavior checked.
- Individuals discuss insights or new perspectives gained.

Questions for Discussion:

- What are your typical reactions when you get hooked?
- How does this affect how you deal with the situation?
- Which areas of cultural programming come into play?
- What are you willing to do to adapt to a particular norm?
- What are you willing to do to teach others to adapt to a particular norm?