What's your purpose for being in this class?
What are your objectives?
What would you like to learn?

Key differences between AU and NZ

Basic understanding of how people interact in NZ

Basic understanding of Maori culture (particularly any sensitive communicaiton or actions)

Purpose, objectives

What is culture - pre-reading and pre-watching

Double-click to open links

Have a play in 'Trompenaars' Dilemmas' and learn from around the countries that interest you most.

optional

Please read available

10 Unconscious Bias Examples and How to Avoid Them in the Workplace
If you're hiring based on "gut feeling", you're likely falling victim to one of unconscious bias. The best way to prevent yourself from succumbing to unconscious biases is to become aware of them and learn how to prevent them when recruiting, hiring and retaining.
Bulbin

IdeaCast
Getting Feedback Right on Diverse Teams Professor Erin Meyer explains how to offer advice across cultures, eges, and
HBr

Hofstede Insights

Our models
Professor Geert Hofstede conducted one of the most comprehensive studies on national values, introducing five dimension paradigm. His most recent work, Cultures and Organizations: Software of the Mind, has been translated into twenty languages.
Hofstede-insights

What is Culture?
Culture is the characteristics and knowledge of a particular group of people, encompassing language, religion, cuisine, social habits, art.
Youtube

The Culture Factor Group
Sign-in required
Hofstede-insights

Lifeswap Episode 9 - She'll Be Right
On the way back from Fiji, I stopp in Papa Dunnart's, Aussie Aunty Cheryl's place in Sydney. Cheryl teaches him that, though the term "New Zealand" is often understood as a synonym for "Australia", "there are some key personality differences you
Youtube

Compare Countries: Trompenaars Hampden-Turner
Fons and Charles are studies for reconciliation. In this section, you can extract a comparison of two profile from our database to compare it to another. This will help you to develop on your journey to reconciliation, overcoming that reconciliations
Thesauruslog

Pre-reading and -research

Getting started - As you are arriving in today's class, where would you put your sticky note to show how much you know about intercultural topics in general. Use the road to find your place on a scale between expert and novice.

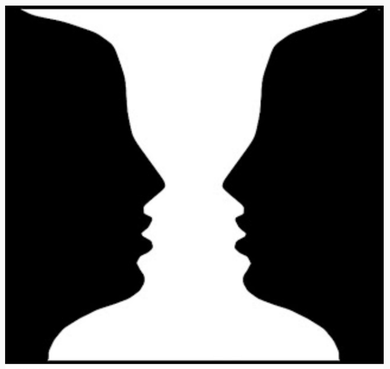
Expert - I'm an intercultural trainer, mentor, coach

Conscious in everyday life - I live intercultural awareness and know some concepts behind it

Informed - watched videos, read material, went to trainings

Novice - curious, no real knowledge, "my boss sent me"

Self-assessment

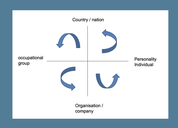


What do you see?

Make your own collage of NZ with topics you learn during the training

Download

Take notes to remember later

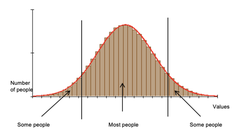


Let's have a chat:
- What's your name, where does it come from?
- Where were you born, where have you lived in your life?
- How do people in your culture greet each other, what would they say, what gestures are common?
- Looking at your cultural backpack, what has influenced who you are today?

Your cultural background

Stereotypical NZ

Stereotypes: Cultural profiles yes – blanked judgments no!!



From Nancy Adler: Communicating across Cultural Barriers:
Stereotyping involves a form of categorization that organizes our experience and guides our behavior toward ethnic and national groups. Stereotypes never describe individual behavior; rather, they describe the behavioral Communicating across Cultural Barriers for members of a particular group.
Stereotypes, like other forms of categories, can be helpful or harmful depending on how we use them. Effective stereotyping allows people to understand and act appropriately in new situations.
A stereotype can be helpful when it is
• Consciously held. The person should be aware that he or she is describing a group norm rather than the characteristics of a specific individual.
• Descriptive rather than evaluative. The stereotype should describe what people from this group will probably be like and not evaluate those people as good or bad.
• Accurate. The stereotype should accurately describe the norm for the group to which the person belongs.
• The first best guess about a group prior to having direct information about the specific person or persons involved.
• Modified, based on further observation and experience with the actual people and situations.

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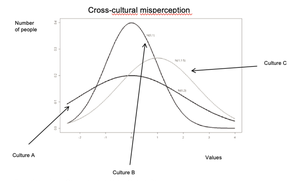
Cross-cultural misperception



From Nancy Adler: Communicating across Cultural Barriers:
Do the French and the Chinese see the world in the same way? No. Do Venezuelans and Ghanaians see the world in the same way? Again, no. No two national groups see the world in exactly the same way.
Perception is the process by which each individual selects, organizes, and evaluates stimuli from the external environment to provide meaningful experiences for himself or herself. For example, when Mexican children simultaneously viewed tachistoscopic pictures of a bullfight and a baseball game, they only remembered seeing the bullfight. Looking through the same tachistoscope, American children only remembered seeing the baseball game. Why didn't the children see both pictures? The answer lies in the nature of perception.
Perceptual patterns are neither innate nor absolute. They are selective, learned, culturally determined, consistent, and inaccurate.
• Perception is selective. At any one time there are too many stimuli in the environment for us to observe. Therefore, we screen out most of what we see, hear, taste, and feel. We screen out the overload and allow only selected information through our perceptual screen to our conscious mind.
• Perceptual patterns are learned. We are not born seeing the world in one particular way. Our experience teaches us to perceive the world in certain ways.
• Perception is culturally determined. We learn to see the world in a certain way based on our cultural background.
• Perception tends to remain constant. Once we see something in a particular way, we continue to see it that way.
• We therefore see things that do not exist, and do not see things that do exist. Our interests, values, and culture act as filters and lead us to distort, block, and even create what we choose to see and hear. We perceive what we expect to perceive. We perceive things according to what we have been trained to see, according to our cultural map.

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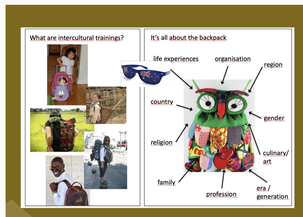
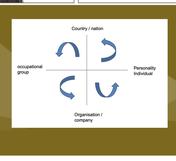
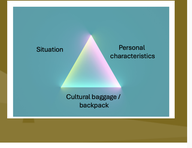
What parts in your backpack come from your experience in Australia, anything from the German heritage or arriving in NZ?



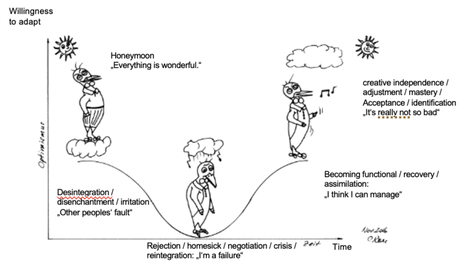


PKS/PCS model



AUS Backpack parts

Culture Shock Curve



Honeymoon:
New experiences are exciting, you feel fortunate for having the opportunity of moving overseas. People are friendly and you smile
a lot, you are in control, your own sense of culture is not threatened.
-> Be a tourist! Send postcards home while You're feeling so positive. Book a holiday six Months ahead for you to look forward to.
Make contacts through clubs and associations
Sign up for actavities, join a language course

Creative independence:
You are generally successful in communications with locals, enjoying bein where you are, adapt at finding things, no longer stereotyping, understanding local customs.
-> Review your lifestyle for areas that need improving, if leaving, tie up any loose ends and farewell people properly, maintain key relationships.

Desintegration:
Daily frustrations can build into disillusionment, the big things of home loom large. Discussions with other expats reinforce the difficulties of the new culture. Self-doubt and depression may set in.
-> Look after yourself, treat yourself to a massage, exercise, avoid alcohol and over-eating, keep a journal, get out and be with people, continue language practice, keep busy, set daily goals, and make the effort to achieve them. List the goals you had for your Time overseas and get started.

Becoming functional:
Feeling in control and positive again about being where you are. Self-understanding and more tolerance of others, a sense of comfort operating in the host culture. You're helping others get through their adjustments.
-> Try new things and explore the culture, practice the language, buy some local home furnishings, do the things you intend to do while in this country before it's time to leave.

Reintegration:
A sense of standing up to the things and people that are frustrating you, racial generalisations and rejection of host culture, determination to work things out and get things done.
-> Build your network of friends, take that you booked before, continue language study, spend time with people to enjoy being there.

Source: Marx, E., Breaking through Culture Shock

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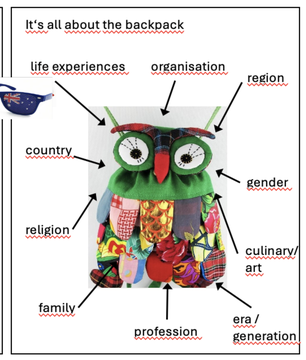

What is culture: Some definitions

Cyriac Roeding: Culture is a reference / framework for decisions.

Alexander Thomas: Culture is an orientation system that is passed on from generation to generation and helps us to master the challenges of our surroundings.

Fons Trompenaars: A fish only discovers its need for water when it is no longer in it. Our own culture is like water to a fish. We live and breathe through it.

Geert Hofstede: Culture is the programming of the human mind by which one group of people distinguishes itself from another group. "Software of the mind".

Bary Tomalin: Culture is the way we do things here.

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What is this person trying to tell you?

Britain, Australia, New Zealand, Malta: Up yours!
USA: Two
Germany: Victory
France: Peace
Italy: Peace, Two
Ancient Rome: Julius Caesar ordering five beers

Europe: One, Ok
Australia: Sit on this! (upward jerk)
Widespread: Hitchhike; Good; OK
Greece: Up yours! (thrust forward)
Japan: Man; five

Europe: Two
Britain, Australia, New Zealand: One
USA: Waiter!
Japan: An insult
Italy: reading the "L" ☺

Panama: flag of the independent region of Kuna Yala
India: to right -> dedicated to god Danesha, means luck, sunrise, day, life; to left -> sunset, night, death, bad luck
Japan: manji = transfer of buddha's culture
China: infinity (right: falun dong emblem)
Southeastern Europe: Vinča culture (5000 BC)
Crete: Minoic culture
Finland: president's flag, flag of Finish Airforce

USA/China: One
Russia: Three
China: Eight
Mediterranean: Small penis
Bali: Bad
Japan: Woman
South America,Italy: Thin
France: You can't fool me!

Source: http://westsidetoastmasters.com/resources/book_of_body_language/chap5.html

B/S/H/