

Connecting the Dots

cross cultural
collaboration



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JOINTFORCE LLC

BELLEVUE NEIGHBORHOODS CONFERENCE: MAY 21, 2016

Connecting the Dots

ME ?

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- Mediation Program
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▶ YOU?

- ▶ Name?
- ▶ Civic involvement?
- ▶ Why are you here?



Connecting the Dots



Connecting the Dots

- ▶ COMMITTEES
- ▶ VOLUNTEERS
- ▶ TEAMS
- ▶ CROSS CULTURE



Connecting the Dots

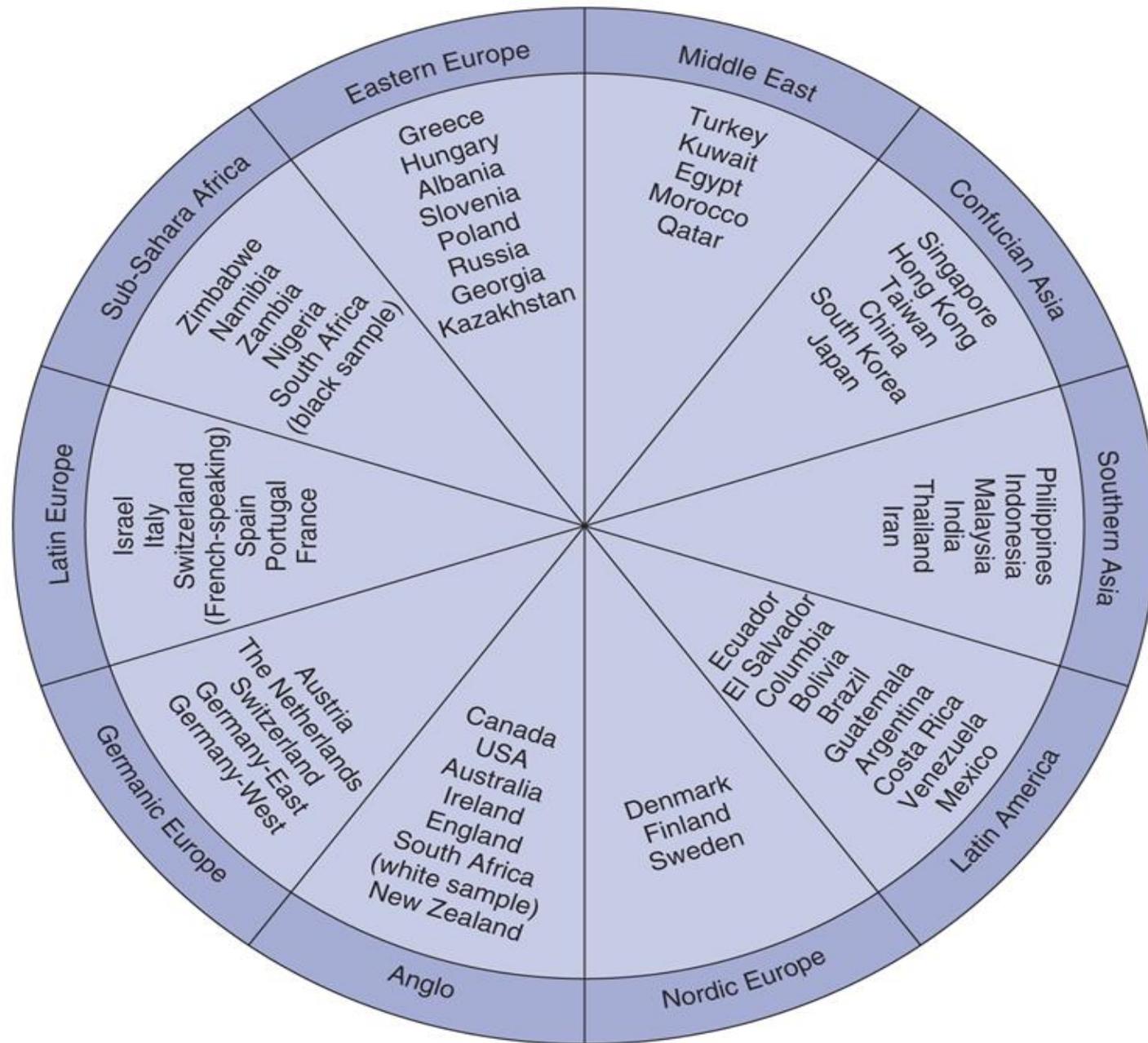
- ▶ BIAS
- ▶ STEREOTYPE
- ▶ PERCEPTION
- ▶ GENERALIZATION
- ▶ CONFLICT
- ▶ **DIFFERENCES**

Connecting the Dots

**SPEAKING TO THE OTHER PERSONS
CULTURE BUILDS TRUST AND
COOPERATION AND DECREASES
CONFLICT**



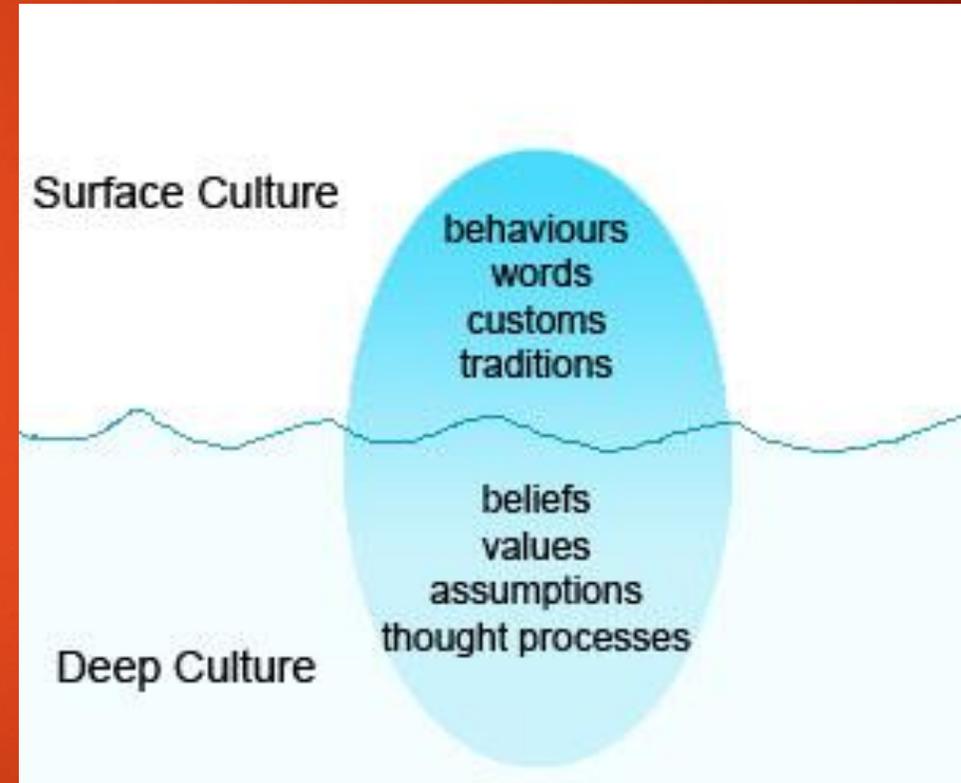
CULTURAL CLUSTERS



Source:
G.L.O.B.E Project

WHAT IS CULTURE?

“Culture can be basically defined as the way we were brought up and taught to deal with those everyday situations we all face as human beings”.



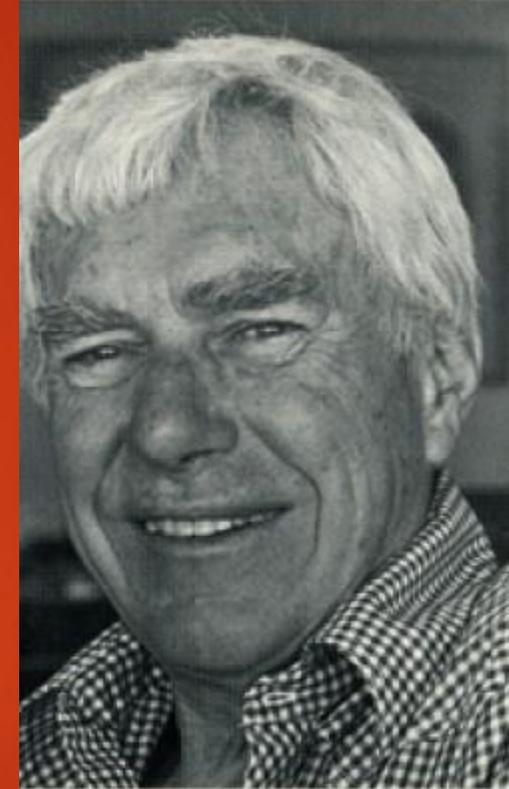
MODELS OF CULTURAL DIMENSIONS



Fons Trompenaars & Hampden Tift



Gert Hofstede



Edward T Hall

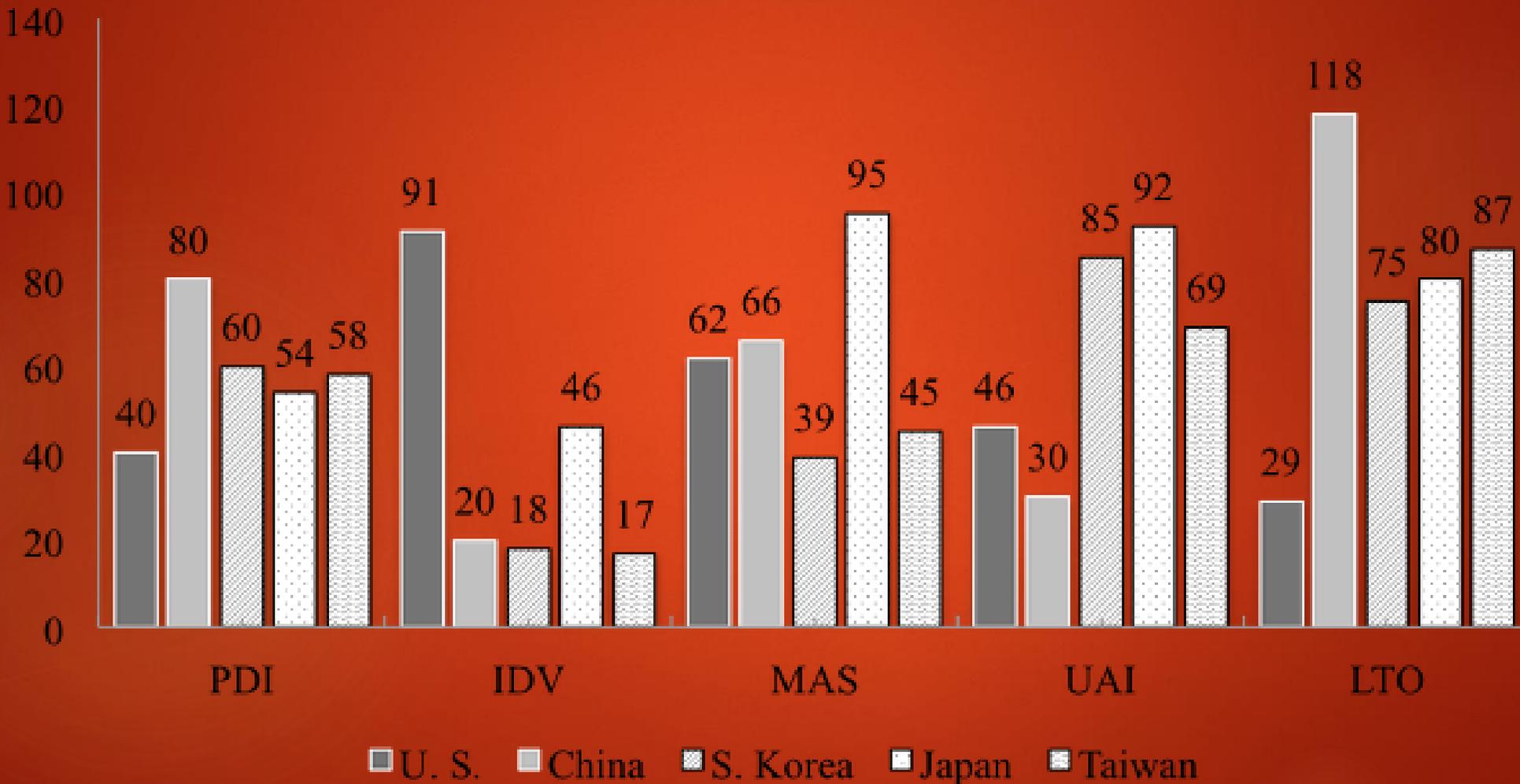
MODELS OF CULTURAL COMPETENCE

HOFSTEDE/GLOBE	FONS TROMPENAARS
<ol style="list-style-type: none">1. Performance Orientation2. Uncertainty Avoidance3. In Group Collectivism4. Power Distance5. Gender Egalitarianism6. Humane Orientation7. Institutional Collectivism8. Assertiveness9. Future orientation	<ol style="list-style-type: none">1. Universalism vs Particularism (rules or relationships)2. Individual vs Groups3. Neutral vs Affective (conceal/express emotions)4. Specific vs Diffuse (task or relationship)5. Achievement or Status6. Sequential vs Synchronous (one at a time or together)7. Inner/Outer Directed (locus of control)

Connecting the Dots

Work Area	Cultural Model
How should I lead?	Power distance; Uncertainty avoidance
What kind of work ?	Task/Relationship
What form of instruction?	High/Low context; Universal/Particular
How should I schedule?	Sequential/Synchronous
How should I present?	High/Low context
What form of decision making?	Hierarchical/Collective
How should I give feedback?	Direct/Indirect
How should I persuade?	Principles/Applications
How should I disagree?	Confrontational/Neutral
How shall I motivate?	Performance/Long Term Orientation

COUNTRY COMPARISONS



US managers are positive and achievers, but rarely consultative and often bullying.

Language of Management

– USA –



"Russians respond favorably to a personal, almost conspiratorial, approach."

Language of Management

– Russia –



"Chinese managers rely heavily on Confucian precepts. Politeness and courtesy are mandatory."

Language of Management

– China –



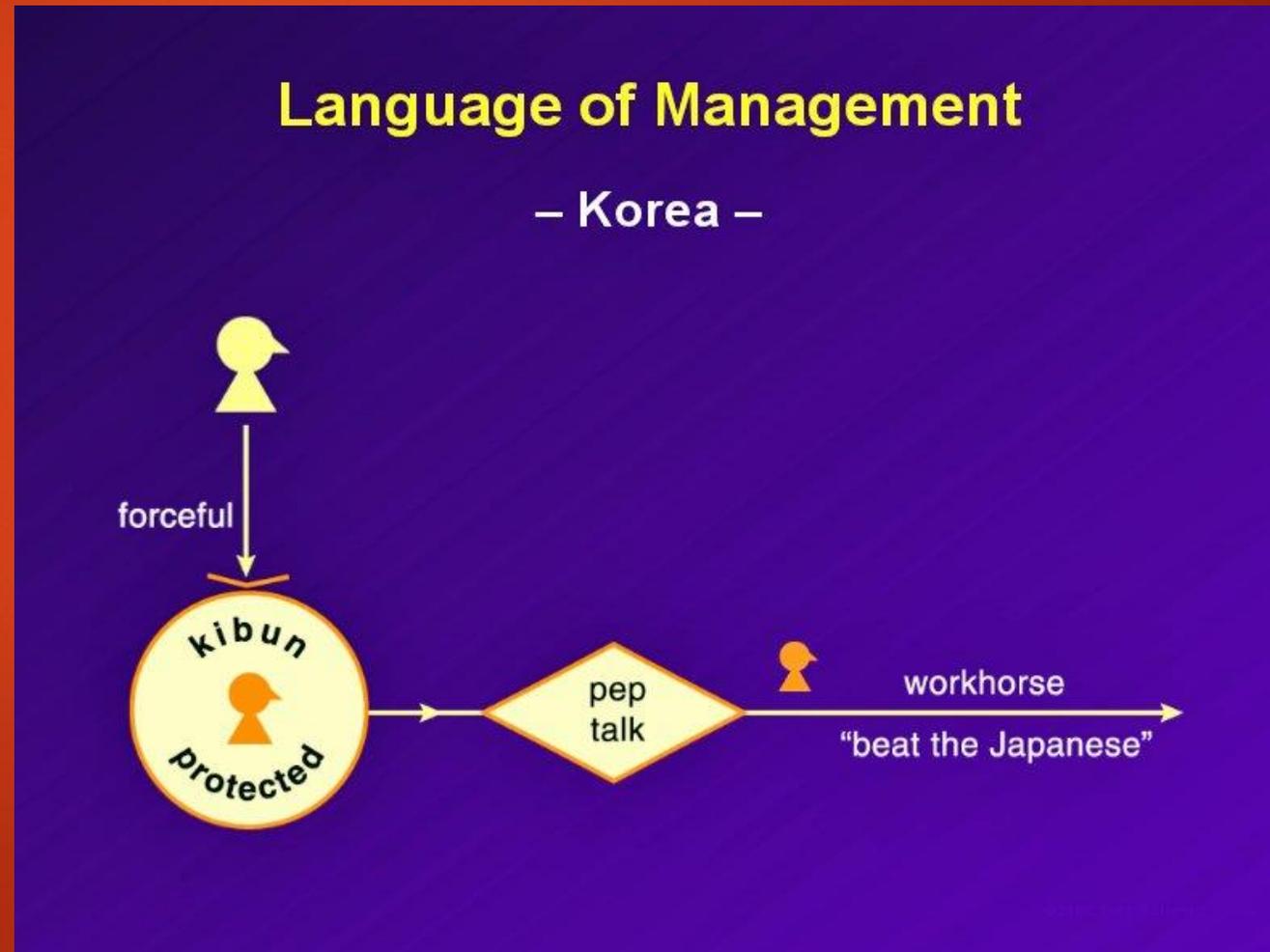
"Japanese managers rarely issue clear orders: they only hint at what has to be done."

Language of Management

– Japan –



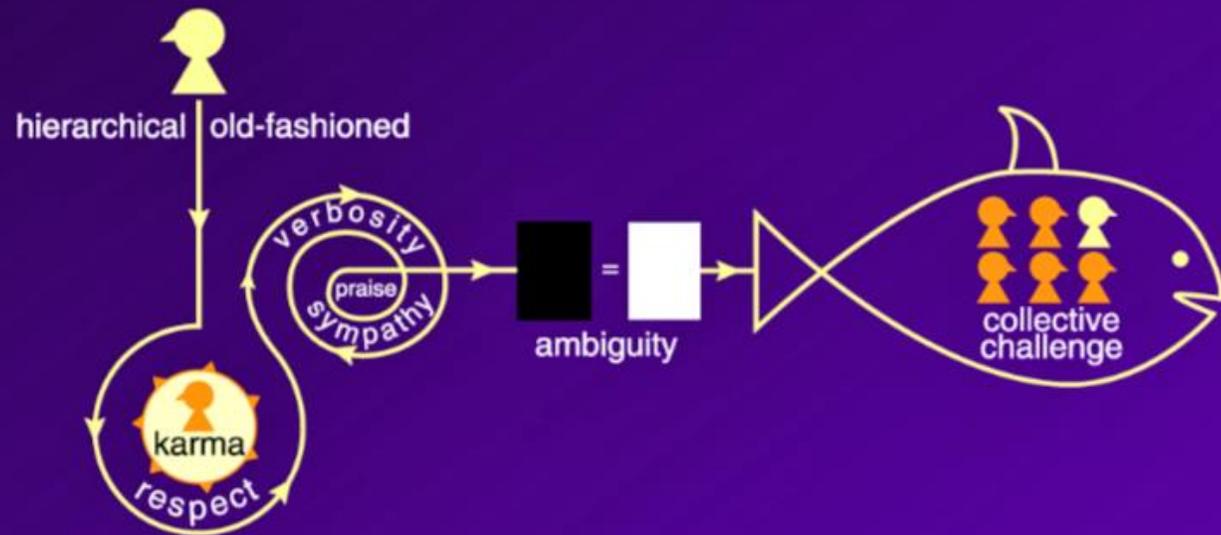
Korean managers are authoritarian and direct and "beat about the bush much less than Japanese or Chinese."



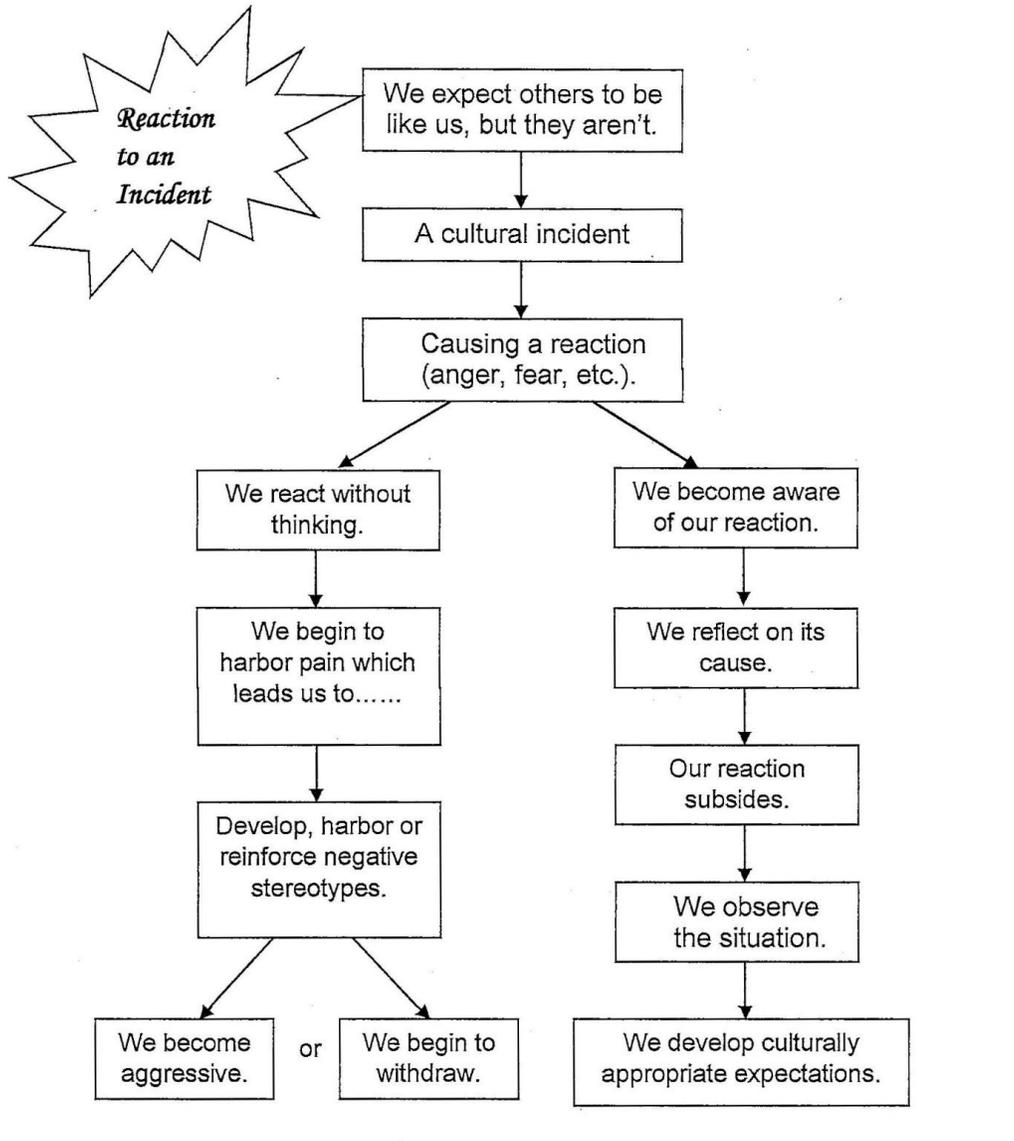
"The language of the Indian manager emphasizes the collective nature of the task and challenge."

Language of Management

– India –



STRATEGIES



1. “Good Faith” /Suspend Judgement
2. Courage, humor and curiosity
3. Task based integrates best
4. Flex your leadership style
5. Ask and be asked



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