

Tool 12 – How to Become More Inter-Cultural Competent?

Guidelines

Assume differences, not similarities

Knowing that we don't know everything, that a situation does not make sense, that our assumptions may be wrong is part of the process of becoming culturally aware.

Suspend judgments

Collect as much information as possible so you can describe the situation accurately before evaluating it.

Apply empathy

In order to understand another person, we need to try standing in his/her shoes. Through empathy we learn of how other people would like to be treated by us.

Check assumptions

Ask your team members for feedback and constantly check your assumptions to make sure that you clearly understand the situation

Accept ambiguity

The more complicated and uncertain life is, the more we tend to seek control. Assume that other people are as resourceful as we are and that their way will add to what we know. "If we always do, what we've always done, we will always get, what we always got."

Celebrate diversity

Enjoy learning about different views people have on certain situations.