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.