



Croatia

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Sample Cards

Author: George Simons

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Q

diversi**CHOICE**



You are starting up a business relationship in Croatia. You learn that your potential partner has been making inquiries about you by calling and speaking with some of your customers without asking or telling you. You should:

- A. Take note of this but continue to develop the relationship on a factual and face-to-face basis.
- B. Terminate the relationship immediately and look for another potential partner.

Click on your choice.



a

diversi**CHOICE**



A. Take note of this but continue to develop the relationship on a factual and face-to-face basis. While generally trustworthy, many Croats can feel insecure in some business dealings. Covert information seeking may be one way to ally this insecurity about your reputation and operational style.

If you chose the best answer, keep this card. If not, discard it.



Bosniaks and Croats are separated most deeply by:

- A. Differing racial and ethnic origins.
- B. Religious differences.
- C. Economic differences.

Click on your choice.



B. While all came from closely related Slavic tribes, they are divided by religious differences. Originally all were converted to Orthodox Christianity. Croatia became Roman Catholic when conquered by Hungary (11th century). Most Bosniaks had Croat ancestors who converted to Islam during the Turkish occupation (15th-19th centuries). Serbs generally remain Orthodox.

If you chose the correct answer, keep this card. If not, discard it.



It is time to start the meeting. You start dealing with the agenda items with your Croatian colleagues but find it slow going. You discover that the boss is generally the last person to come to the meeting and anything started before his or her arrival will not be of much value or will have to be dealt with again.

How do you think, feel, or react to this situation? Tell your team, and then keep this card.



diversiRISK –



Coming from Western Europe you have mistakenly underestimated the level of technical expertise and education of your Croatian counterparts. Your presentation and discussion style feel patronizing to them and offend their pride.

How do you think, feel, or react to this situation? Tell your team, and then discard this card.



"In nearly all national communities, crises offer us the only real way to know what the actual practice of multiculturalism is like."

Antun Mijatovic, Professor, University of Zagreb

After reading this card aloud, any team member, including you, may comment on it. Keep this card.



In Croatia it is not uncommon for employees with new babies, even though they are still on child leave from work, to come to the workplace and show everyone the new baby. Tell your team about any customs that your workplace may have around the arrival of new children to employees.

After you share, any teammates who would like to may share with the group some of the "baby talk" that exists in their family or culture. Keep this card.





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Dr. George Simons

GEORGE SIMONS INTL

Tel USA +1 831 531 4706

Tel EU +33 4 92 97 57 35

Skype: gfsimons

