



Intercultural Communication

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Sample Cards

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click to play





You seem to be getting on well when suddenly your new Australian business partner turns on you, aggressively disagreeing with a point you just made. You should:

- A. Join in the fray. Many Australians love a good argument.
- B. Back off and try to repair the damage by softening your position.
- C. Drop the subject and come back to it only when you have a sound third party opinion.

Click on your choice.





A. Join in the fray. Australians love a good argument. While many US Americans prefer to like people who are agreeable, many Australians find someone who disagrees to be more interesting. This first disagreement may signal that you are being accepted or at least tested for a deeper relationship.

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





Your Filipino or Filipina manager gives you very explicit instructions about how to do your job. This is because your manager:

- A. Doubts your ability or feels you can't think for yourself.
- B. Wants to prevent your being embarrassed by making a mistake.
- C. Is expecting you to assert yourself and is testing your assertiveness.

Click on your choice.





B. Wants to prevent your being embarrassed by making a mistake. Your responsibility is to perform in such a way that your manager does not lose face either.

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



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Your French colleagues have described you as an “intellectual.” In France, unlike in the UK and the US, this is truly a compliment.

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





You are chairing a meeting of French and German managers. When the session ends you are surprised to learn that the French all believed that decisions were in place and had been properly aired in the meeting, whereas none of the Germans thought any decisions had been taken.

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





While Northern Europeans tend to plan everything from start to finish and hate unexpected interference, Russians are used to hindrances. They prefer having more than one avenue for reaching a goal in order to avoid ending up in a dead end road – in a country of such a huge political and juridical instability, this is the most promising strategy.

Kerstin Hannemann, German businesswoman

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



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In the United States, being “assertive” means a person is direct, takes charge, and is a risk-taker. In Japan an “assertive” person is businesslike in conduct and does not become upset easily. Tell the team one or two things an “assertive” person would or would not do in your culture.

After you share, each player will thank you for sharing in a way that he or she feels is assertive. Keep this card.





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