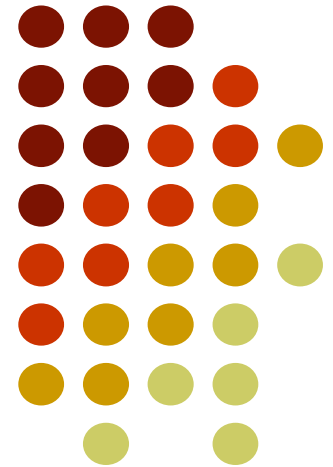


Cultural differences

Zory, 27-28 February 2018



Agnieszka Kosowicz

Who are these people?

When do we encounter cultural differences



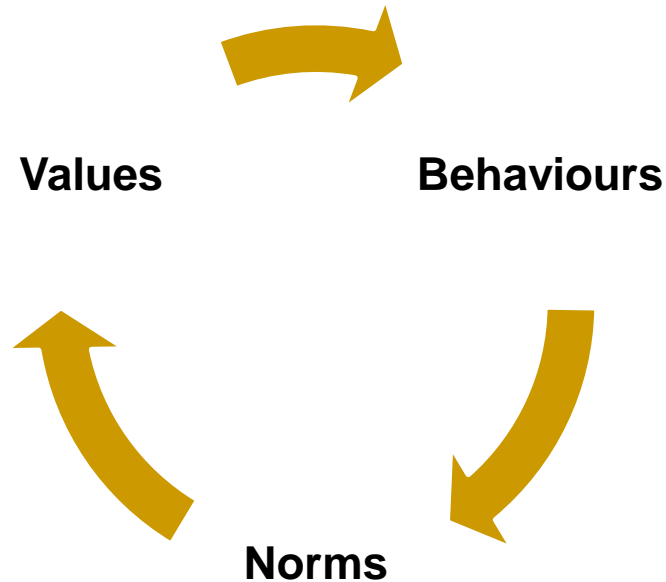
- ✓ Imigrants
- ✓ Refugees
- ✓ Repatriants
- ✓ Re-emigrants
- ✓ Ethnic and national minorities
- ✓ Expats
- ✓ Tourists
- ✓ Marriage ;-)





Culture as a system

in psychology, system typical for groups and nations:





Not all... but all

- **Not all share those values, or behaves according to those values,**
- **But all know them as typical for his/her group.**



Where were the pics taken?



Habits, manners and others



Habits, manners and others





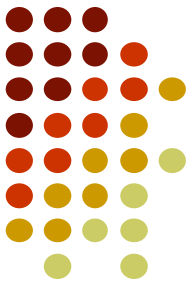
Cultural differences...

- ... occur in the **values** of people, the **norms** they believe are the 'rules of life', and **behaviours/communication patterns** they practice and consider 'right'



How cultures differ?

Cultural dimensions



- Relation to TIME
- Communication DIRECT/not DIRECT
- What you know vs who you are
- Individual rights – group rights
- One world – division for two worlds : for men, for women

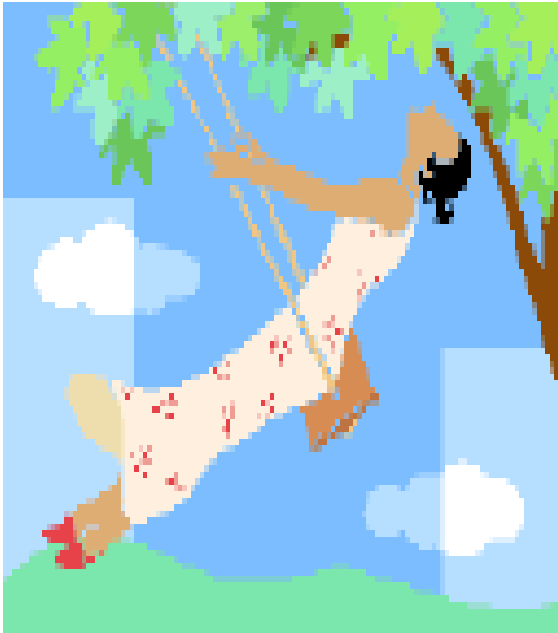
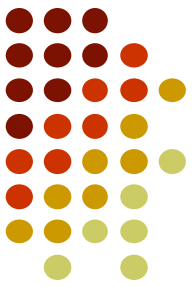


Monochronic cultures

- Time rules ;-)
- Time is a cost, time costs
- Time dictates tasks.
- Being late is not acceptable
- Being late is considered as lack of respect
- Actions are planned one by one.



Polichronic cultures



- Time, schedules and punctuality are less important.
- People prefer looser timeframes, plan less
- Holding two parallel events or doing two things at one time is acceptable
- Setting an appointment they decide upon first/second half of the day (morning/afternoon)



Time and planning

- **Monochronic cultures**

- nordic
- germanic
- USA and Canada
- Japan

- **Polichronic cultures**

- Arab countries
- Africa
- Latin America
- South and South-East Asia

High context communication



- Communication is not direct, context is important – the aim is to keep good relations with people
- A friend does not say „no”
- Openness, being direct is considered childish
- **In some cultures saying ‚no’ is unacceptable.**



Low context communication



- Direct way of communication
- Friend – who will say the truth
- Openness = frankness,



High and low context of communication



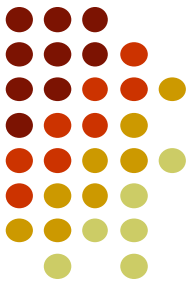
- **High context**

- Most European countries
- Most Asian countries
- Mediterranean
- Arab countries
- Latin America

- **Low context**

- USA, Canada
- Australia
- New Zealand
- Denmark
- Norway
- Iceland

Hierarchy important



- Your social status depends on your background, parents, age and sex.
- Social status is highlighted by people, and is important.
- Privileges and signs of status are commonly respected
- Relations between staff and boss can only be initiated by the boss/person higher in hierarchy.

Culture not hierarchical



- Your status is based on knowledge, achievements
- Differences in status are not big, and not easy to spot.
- Top positions do not bring special privileges. Privileges and clear social status are not well seen in the society.
- People are expected to show initiative, be proactive.
- Supervisor/boss is easily accessible.

Hierarchy?



- **low**

- Scandinavian countries
- Germanic cultures
- North America
- Australia, New Zeland

- **high**

- Arab world
- Meditteranean
- Post-soviet countries
- Most Asian countries
- Most African countries

Collective cultures...

- **The benefit of the group is more important than individual**
- Family, group ties are very important,
- Person without a family and friends is worthless
- Everyone has duties towards his/her group
- Children should be taught loyalty towards the group.
- Relations must be nurtured (hospitality, gifts)
- Verbal arrangements more important than written ones.
- Lack of trust towards strangers.



Individual cultures



- **Individuality, creativity in thinking and behaving is respected**
- People focus on their individual aims and plans.
- Autonomy at work is welcome
- Family links at work are not welcome.
- Task-oriented. Friendly relations are not necessary at work.
- Openness for others.
- Agreements valid if written.



Collective or individual?

- **Collective**

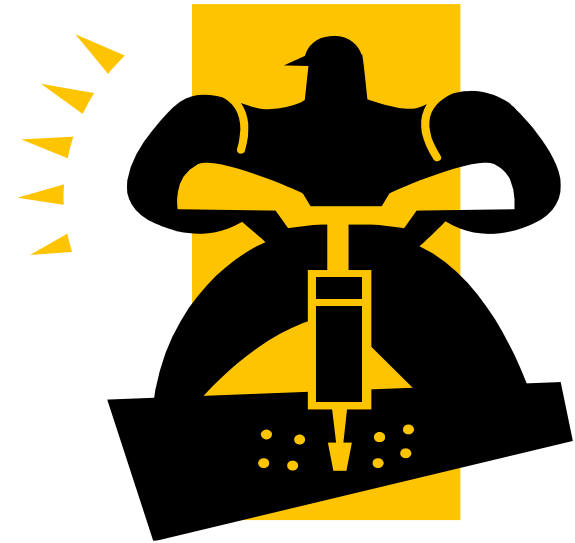
- Asian
- Africa
- Balkan countries
- Muslim countries

- **Individual**

- Most European countries
- North America
- Australia

Male cultures

- The worlds of women and men are very distant from each other.
- It is assumed that women and men have different roles, which should be maintained.
- Showing emotions by men is not encouraged – feelings and relations are a domain of women.
- Competition and challenges are respected
- Material achievements/goods are important.
- There is respect for what is big, fast and strong.



Female cultures

- The worlds of women and men are similar, and complementary.
- In life and work strong division for roles is not so important.
- Both men and women can show emotions and care for relations
- Work and achievements are not the most important
- Good relations and cooperation is the key.
- Weak persons, small, requiring assistance - are respected and supported.





Male/feminine – in culture

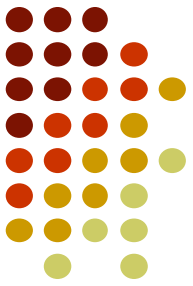
- **Male cultures**

- Arab countries
- USA
- Germany
- Latin America

- **Female cultures**

- Scandinavian countries
- Holland
- Canada

Pain killers – which would you choose?

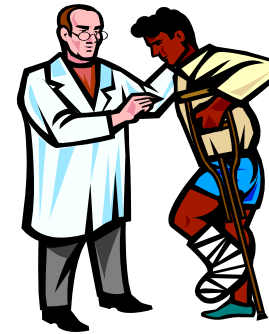


- In Żory?
- In Kairo?

Psychologiczne i społeczne konsekwencje uchodźstwa



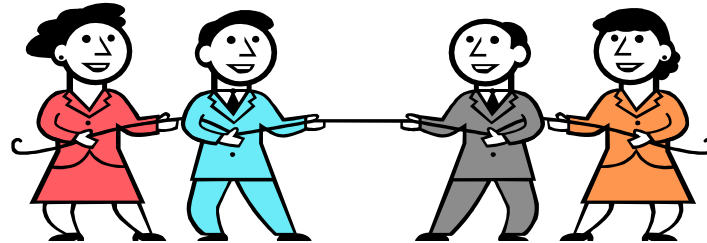
Szok kulturowy



Multicultural group – good space for misunderstandings



Perfect space for : doubts, „between the lines”,
controversies, contradictions, misunderstandings.



BUT: MORE CReATIVE

Aculturation strategies



- Is it worth to keep my own culture and identity?
- Is it worth accepting a new culture and identity?

- **INTGRATION**

COMBINING OLD AND NEW

- **ASYMILATION**

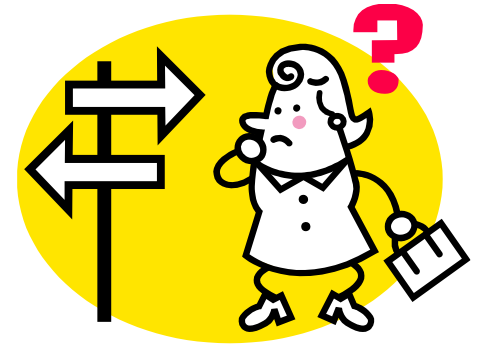
NEW INSTEAD OF OLD

- **SEPARATION**

OLD

- **MARGINALIZATION**

NONE



How to effectively communicate?



- Remember, it may be culture
- Accept that not all is clear
- Talk
- You can be misunderstood
- Trust good intentions
- Assume there will be some inclarities, don't get irritated by this.





Not only culture!

