



GENERATIONAL LEADERSHIP



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LEARNING OBJECTIVES

Define culture and characteristics of culture that are visible as well as those aspects that are not easily observed

Increase personal awareness of the role personality and other factors play in a person's cultural identity

Identify steps to ensure respectful communication

Define empathy

Apply concepts and identify best practices to enhance cultural sensitivity and diversity



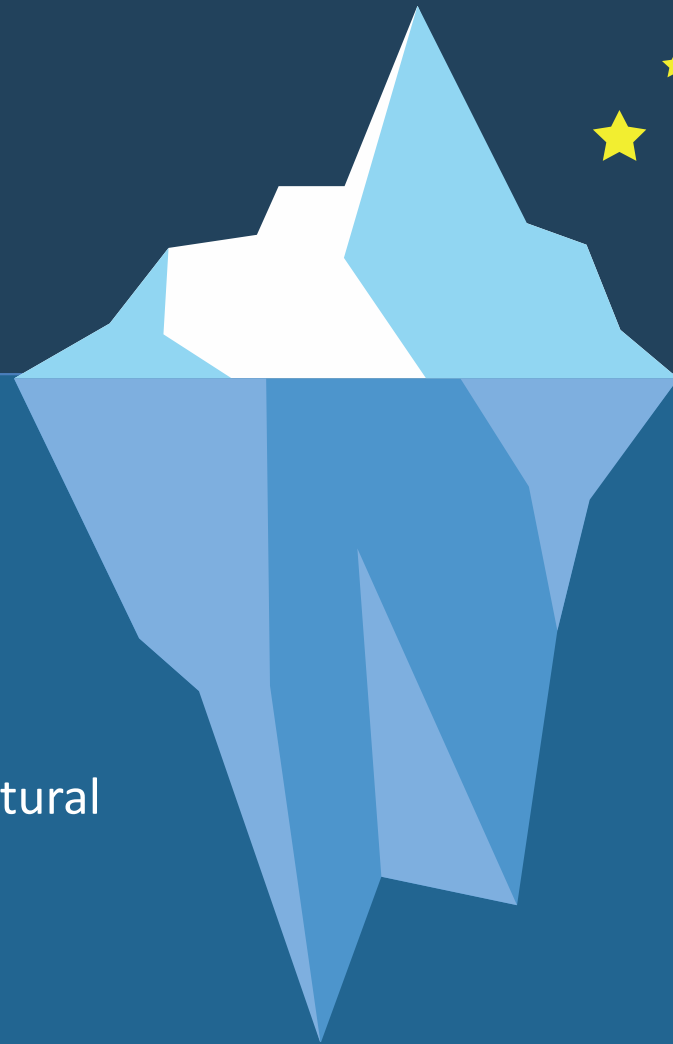
CULTURE



Observable Features of Culture

- Facial expressions
- Religious rituals
- Paintings
- Holiday customs
- Gestures

- Foods
- Eating habits
- Music
- Literature
- Styles of dress



- Values
- Concepts of beauty
- Concept of fairness
- Child raising beliefs
- Understanding the natural world
- Religious beliefs
- Importance of time

- Concept of self
- Concept of leadership
- General world view
- Work ethic
- Rules of social etiquette
- Concept of personal space
- Notions of modesty

Invisible Aspects of Culture



CULTURE

What are your take-aways from the Iceberg Activity?





CULTURE

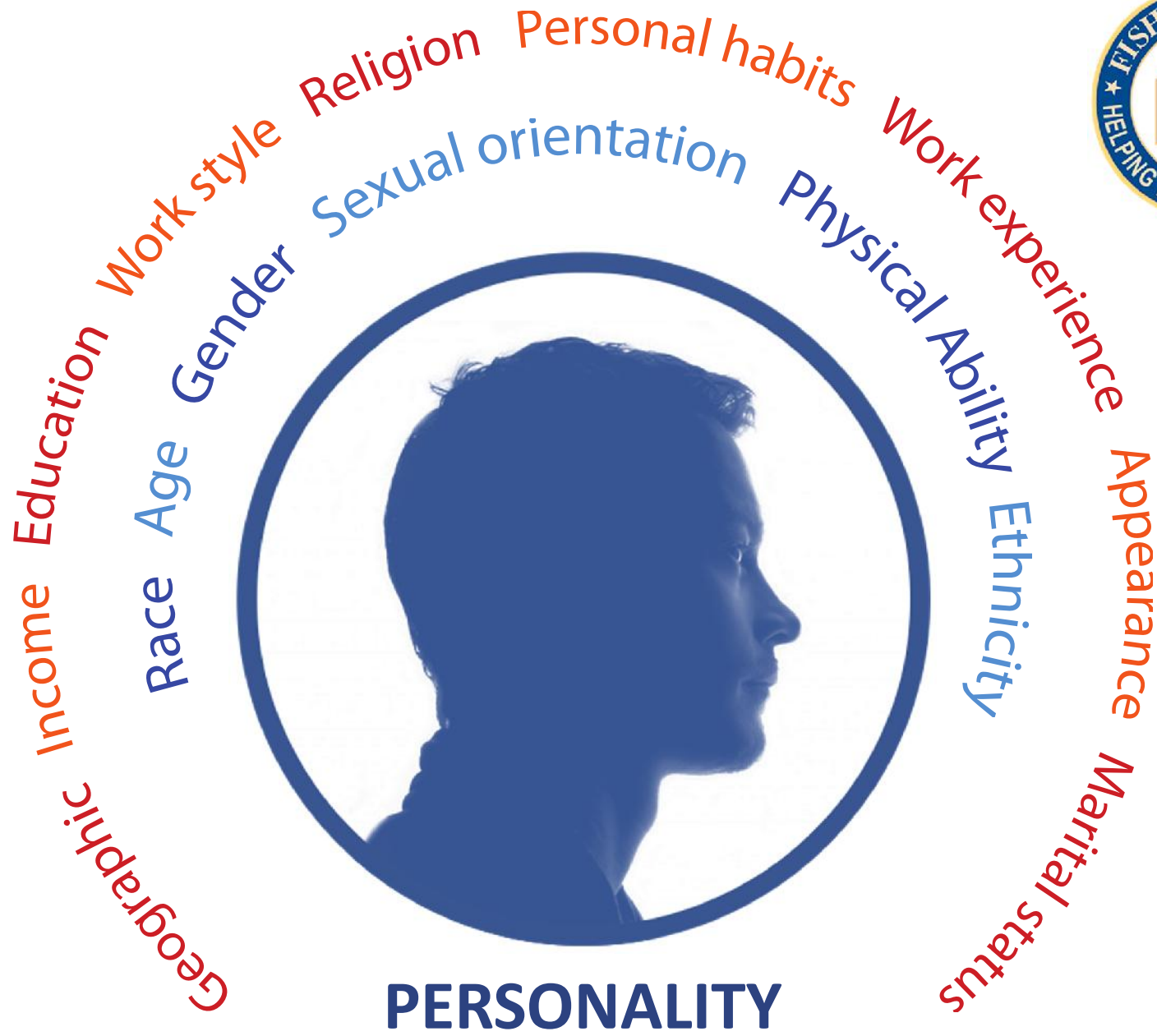




CULTURE

Culture is a system of beliefs, values, and assumptions about life that guide behavior and are shared by a group of people.







SELF AWARENESS

Question #1

- A. Although people may speak different languages and dress in different ways, beneath the surface everyone is the same.
- B. Beneath the surface, the values and assumptions held by diverse cultures may be very different from each other.

Question #2

- A. Other people probably have the same basic beliefs and attitudes that I do.
- B. People in different cultures may not have the same basic beliefs and attitudes that I do.



SELF AWARENESS

Question #3

- A. I would find it relatively hard to identify a range of external influences (i.e. profession, nationality) that affect how I think and behave.
- B. I would find it relatively easy to identify a range of external influences (i.e. profession, nationality) that affect how I think and behave.

Question #4

- A. It is not usually necessary to know too much about someone's background in order to come to an understanding of who they are.
- B. The only way to really know someone is to understand the culture and social groups to which they belong.



SELF AWARENESS

Question #5

- A. I think that first impressions are usually a good way to come to a judgment about someone.
- B. I think that first impressions are rarely a good way to come to a judgment about someone.

Question #6

- A. I think that there is one best way of arriving at a decision.
- B. I think that different perspectives can contribute to good decision making.



SELF AWARENESS

Question #7

- A. I believe that diversity makes it harder for people to work together.
- B. I believe that diversity makes a positive contribution to working together.

Question #8

- A. I would find it hard to describe my basic values and beliefs and things that are most important to me as a person.
- B. I would find it easy to describe my basic values and beliefs and things that are most important to me as a person.



SELF AWARENESS

Question #9

- A. I can rarely recognize when culture is having an impact on the effectiveness of my communication.
- B. I can usually recognize when culture is having an impact on the effectiveness of my communication.

Question #10

- A. I find it difficult to recognize when I am suffering from stress and anxiety.
- B. I find it easy to recognize when I am suffering from stress and anxiety.



SELF AWARENESS

There are no right or wrong answers.

People who selected mainly B responses are likely to be more culturally sensitive than those that selected mostly A responses.



RESPECTFUL COMMUNICATION

1.
Consider
your
audience

2.
Talk with
someone
instead of
about them

3.
Confirm
that you
understand
what others
are saying

4.
Know the
boundaries of
what is
appropriate
to talk about



5.
Communicate
respectfully
during
disagreements



WHAT IS EMPATHY?

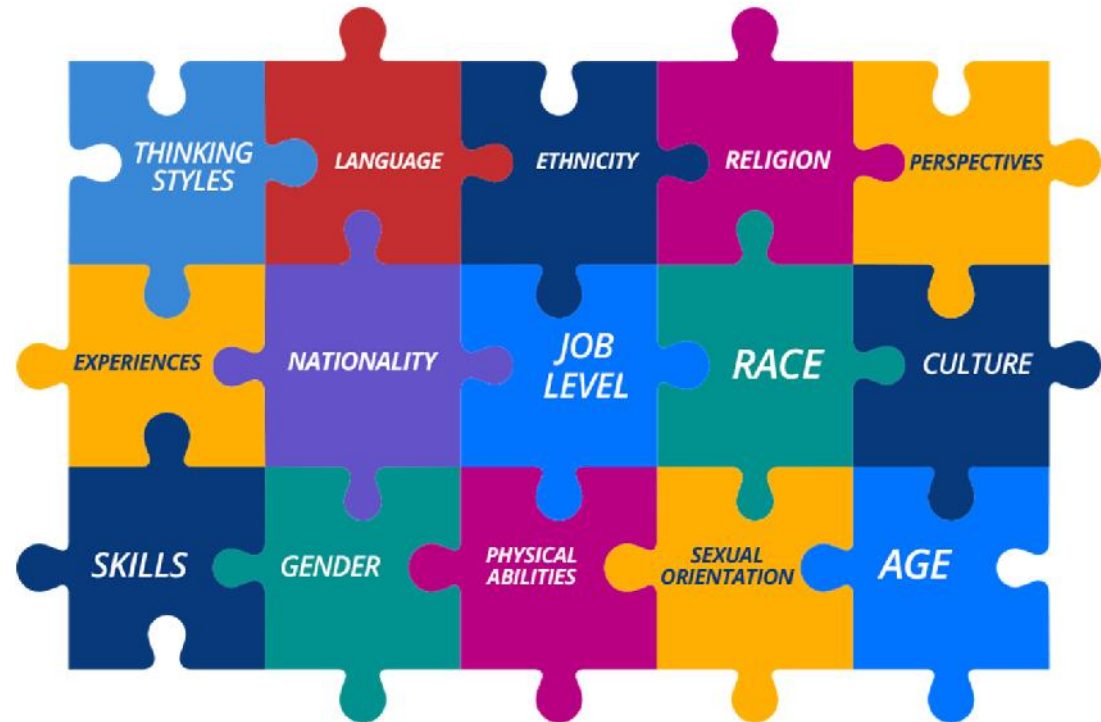




DIVERSITY

WHAT IS DIVERSITY?

Full range of differences and similarities that make each individual unique, some of which are visible and some which are invisible.





Diversity exists between people and
not in people





DIVERSITY

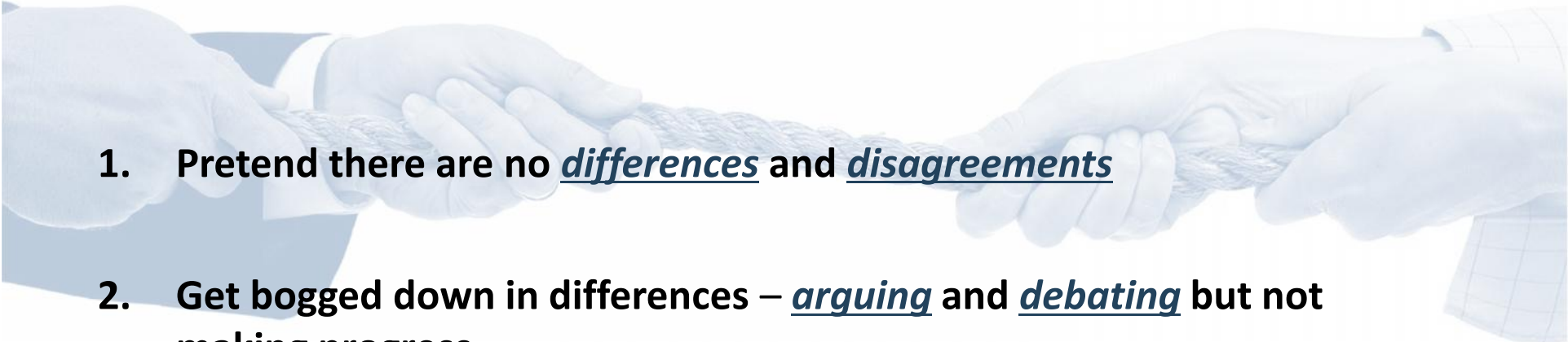


Differences generate
tension



DIVERSITY

When differences generate tension.

- 
1. Pretend there are no differences and disagreements
 2. Get bogged down in differences – arguing and debating but not making progress
 3. Wade into the intersection, holding onto the creative tension while focusing on the commonality (where they want to go) but also acknowledge the differences



DIVERSITY



What does it mean to have a
“beginner’s mind”?



DIVERSITY



- Challenge assumptions
- Take the 3rd chair perspective
- = EMPATHY



Inclusion in the workplace is recognizing, valuing and fully leveraging the diversity of others to create a positive work atmosphere that promotes equality and delivers results.





MANAGING A DIVERSE TEAM



Don't have favorites.



MANAGING A DIVERSE TEAM



Don't presume to know a culture



MANAGING A DIVERSE TEAM

Have an open door policy





MANAGING A DIVERSE TEAM



**Tackle conflict and build a common
workplace culture**



MANAGING A DIVERSE TEAM



Communicate regularly to unify the team



MANAGING A DIVERSE TEAM



Treat others as you would like to be treated...

Or better yet....

Treat others as they would like to be treated.



MANAGING A DIVERSE TEAM



Set an example



DIVERSITY

Different

Individuals

Valuing

Each other

Regardless of

Skin

Ideology

Talents or

Years





SUMMARY

A diverse workforce will produce stronger **ideas** and fresher **thinking**.

Avoid falling in the trap of negative **stereotypes** and personal **barriers**.





SUMMARY

Diversity can mean differences in **gender**, age, **ethnicity**, culture, physical challenges, **language**, religious beliefs, sexual orientation, background, **lifestyle** and more.





SUMMARY

The world is certainly a 'diverse' place. **Respecting** and **tolerating** differences is critical to your organization's success.





BEST PRACTICES

These differences are reflected in the way that different groups communicate and relate to one another.

Communicate respectfully and openly. Use active listening skills. An essential element of good communication is listening.





BEST PRACTICES

A culturally competent person views all people as unique individuals and realizes that their experiences, beliefs, and values affect their perspectives.

Be open to the perspectives of others. There are many approaches to all things.

