

Exploring the Beauty of Unity in Diversity

Appreciating Our Various Cultures at NSU



Disclaimers

“The opinions expressed in the presentations and on the following slides are solely those of the presenter(s) and not necessarily those of Nova Southeastern University. NSU does not guarantee the accuracy or reliability of the information provided herein.”



Connecting Across Differences

Rosetta Eun Ryong Lee



Zoom Meeting Guidelines

Be Respectful, Be Kind, Be Smart

Please observe the following rules during Zoom sessions:

1. Silence your phone
2. Enter your display name (when joining by phone, please ensure to let moderator know your name).
3. Use the chat and/or 'raise hand' features to participate.
4. Mute yourself and stay muted until asked to speak.
5. Hold questions (as much as possible) until appropriate discussion time.
6. If you share your video, please remain cognizant that your camera is on.
7. Be attentive, avoid multi-tasking, and stay focused.
8. Make sure your internet connection is stable and audio is turned on.
9. If you are having trouble connecting, reach out to the OIIT Help Desk at 954-262-0070.



NSU Florida

BELONGING • EQUITY • DIVERSITY • INCLUSION



Respectful Communication Guidelines

Creating a Brave Space for Inclusive Dialogue



R = Take Responsibility for what you say and feel without blaming others

E = Use Empathetic listening

S = Be Sensitive to differences in communication styles

P = Ponder what you hear and feel before you speak

E = Examine your assumptions and perception

C = Keep Confidentiality

T = Trust that greater truth comes through diversity

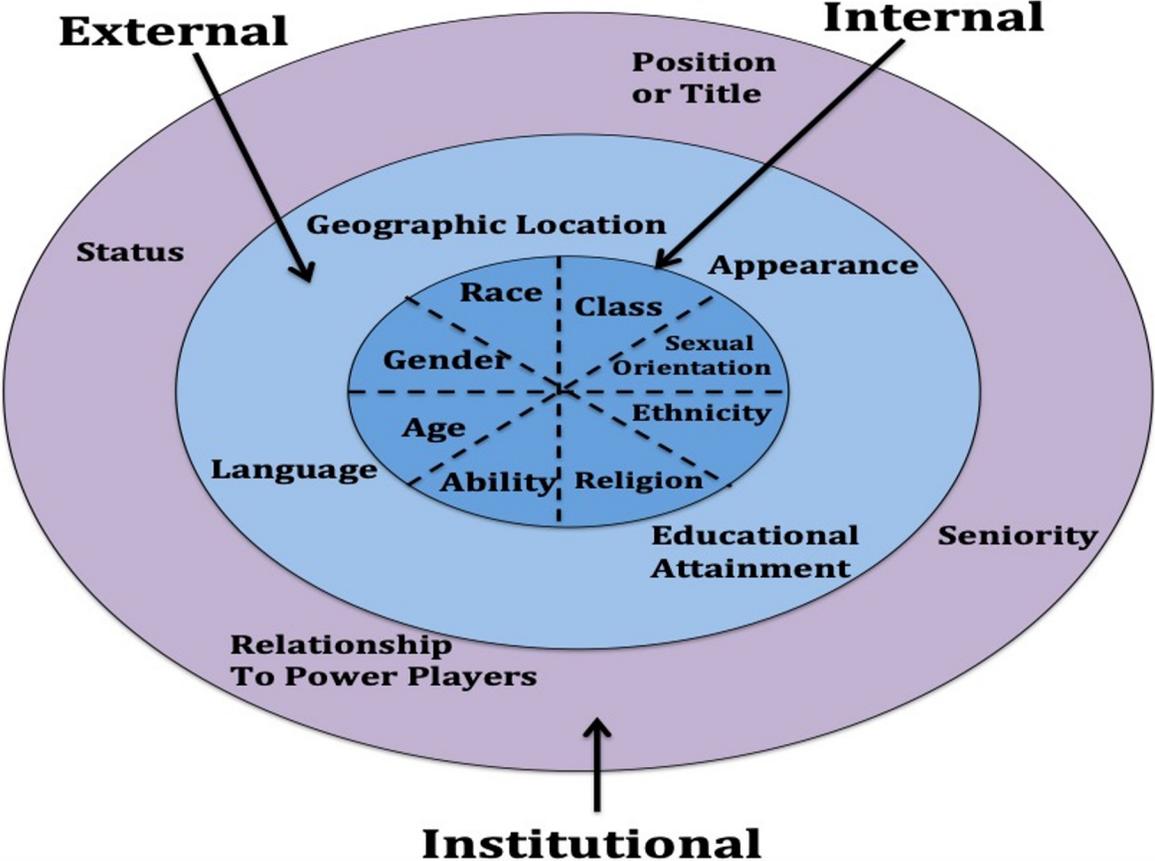
Source: (Eric Law, Kaleidoscope Institute)

NSU Florida

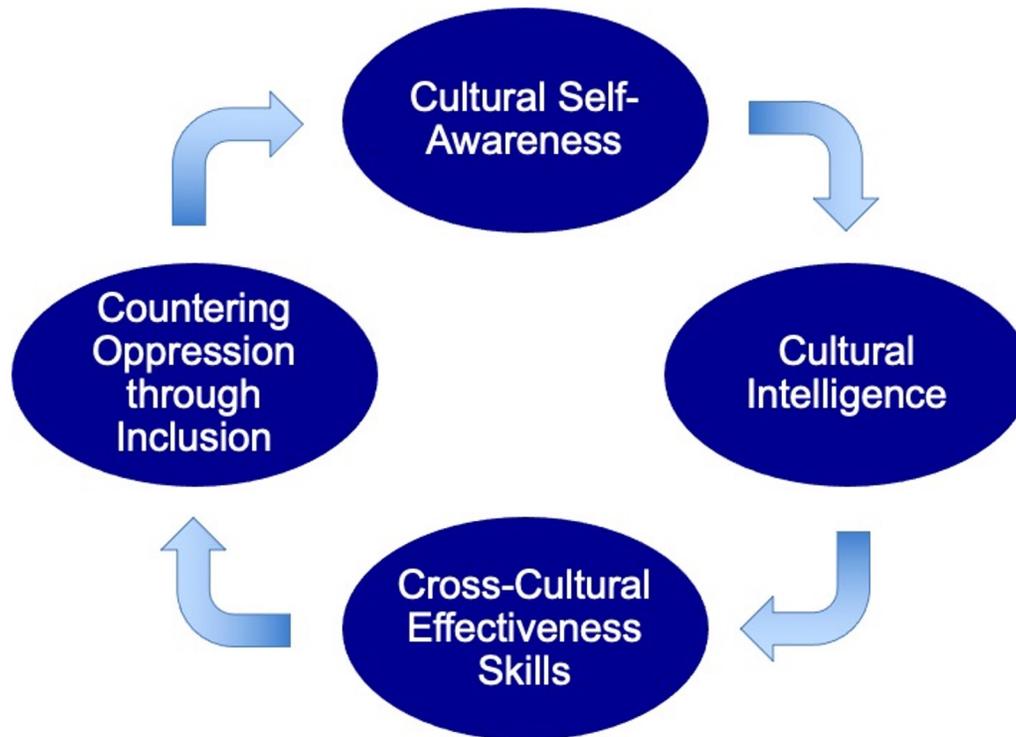
BELONGING • EQUITY • DIVERSITY • INCLUSION



Dimensions of Identity and Culture



The Jones Model of Cultural Competence



Cross Cultural Communication

- **What is it?**
- **How is it Different from Intercultural Communication?**
- **CCC Theories**
 - Face-Negotiation Theory
 - Conversational Constraints Theory
 - Expectancy Violation Theory
 - Anxiety/Uncertainty Management Theory
 - Communication Accommodation Theory



tiny.cc/CCChotsheet

Dimensions of Variability

Individual – Collectivistic

Low Context – High Context

Task – Relationship

Low Uncertainty – High Uncertainty

Vertical – Horizontal

Direct – Indirect

Formal – Informal

Expressive – Restrained



Reflection



- If there were zero consequences for how you communicate, what would be your most authentic and preferred style?
- Which are the dimensions that are the source of greatest conflict or misunderstanding?



So What? Now What?



Cultural Value Differences

RELATIONAL	
Individualism <i>self-reliance, independence</i> (selfish)	Collectivism <i>group interdependence</i> (mindless follower)
Informality <i>directness, give and take discussion</i> (rude and abrupt)	Formality <i>indirectness, protect "face"</i> (stiff and impersonal)
Competition <i>individual achievement</i> (egotistical, show-off)	Cooperation <i>group achievement</i> (avoiding doing work or taking responsibility)
AUTHORITY	
Egalitarianism <i>fairness, belief in equal opportunity</i> (being picky, on a soapbox)	Hierarchy <i>privilege of status or rank</i> (power hungry or avoiding accountability)
TEMPORAL	
Use of Time <i>"Time is money"</i> (doesn't get the important things in life)	Passage of Time <i>"Time is for life"</i> (lazy and irresponsible)
Change/Future <i>Adaptability ensures survival</i> (muckraker, stirs up trouble)	Tradition/Past <i>Stability ensures survival</i> (old-school, afraid of change)
ACTIVITY	
Action orientation <i>"Make things happen"</i> (rushes without thinking)	"Being" orientation <i>"Let things happen"</i> (indecisive and slow)
Practicality <i>Efficiency is always best</i> (impersonal and unscrupulous)	Idealism <i>Always maintain principles</i> (naïve and impractical)



Assumptions and Interpretations

- **Mental Models**
- **Ladder of Inference**
 - Belief**
 - Conclusions**
 - Selective Data**
 - Observable Data**
- **Tools of Action**



Checking Assumptions and Interpretations

1. What did you see/hear (raw data)?
2. What are your personal filters (cultural values, norms, and identifiers)?
3. What was your interpretation of what you saw/heard (inference)?
4. How did you feel as a result?
5. What do you want?



Cultural Effectiveness

“To be culturally effective doesn’t mean you are an authority in the values and beliefs of every culture.

What it means is that you hold a deep respect for cultural differences and are eager to learn, and willing to accept, that there are many ways of viewing the world”

Okokon O. Udo



Presenter Information

Rosetta Eun Ryong Lee
Outreach Specialist
Seattle Girls' School
1700 24th Ave S
Seattle, WA 98144
(206) 451-5233

rlee@seattlegirlsschool.org
<http://tiny.cc/rosettalee>



Any Questions?



Have a Wonderful Day!

