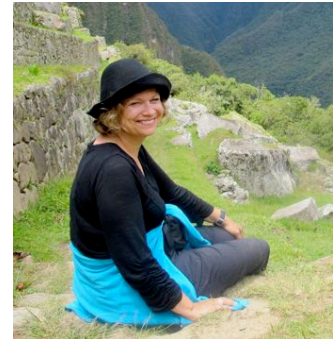




GLOBAL
VILLAGE
SKILLS

Rotary Club Phuket Presentation Life between Cultures

WHO IS ANGELA HEISE?



- Professional trainer and coach for 25 years
- Numerous careers in business, media, education
- Global nomad
- Lived in 9, worked in 16, traveled in over 50 countries (so far)
- Learns something new every year



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WHAT IS CULTURE?

a: the integrated pattern of human knowledge, belief, and behavior [...] transmitting knowledge to succeeding generations

b: the customary beliefs, social forms, and material traits of a racial, religious, or social group [...]

c: the set of shared attitudes, values, goals, and practices that characterizes an institution or organization [...]



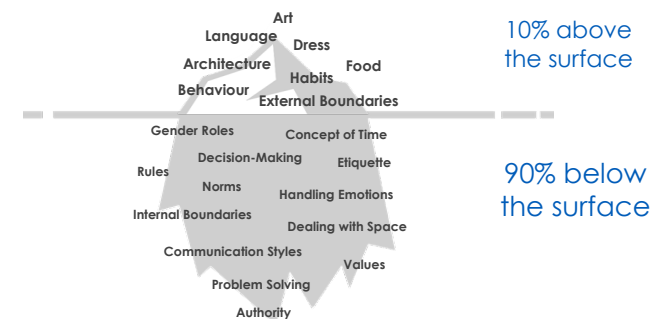
Merriam-Webster Online



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THE HIDDEN ASPECTS OF CULTURE



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UNDERSTANDING CULTURE



Is finding out **how**
you know **what**

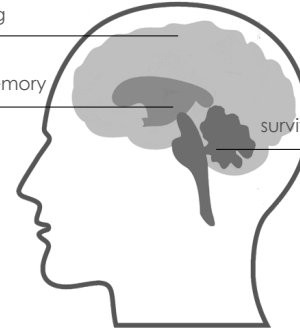


UNDERSTANDING THE BRAIN

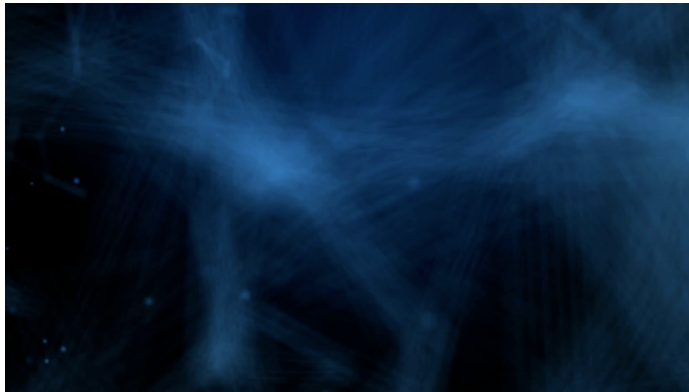
NEOCORTEX:
logical thinking

LIMBIC BRAIN:
emotions • memory

REPTILIAN BRAIN:
survival • fight / flight / freeze



THE BRAIN IS A PATTERN DETECTOR



RUNNING ON AUTOMATIC



PATTERNS VS STEREOTYPES



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TWO SIDES TO CULTURAL INTELLIGENCE



Interacting as a local
with expats

Interacting as an
expat with locals



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WHAT IS CULTURAL INTELLIGENCE?

"In brief, culturally intelligent people have:

The **knowledge** to understand cross-cultural phenomena.

The **mindfulness** to observe and interpret particular situations.

The **skill of adapting behavior** to act appropriately and successfully in a range of situations."

David C. Thomas and Kerr Inkson,
Cultural Intelligence, 2003

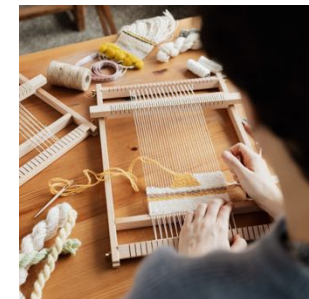


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CULTURAL INTELLIGENCE COMPETENCIES

- The willingness to have your views and behaviours challenged
- The willingness to change yourself as you learn (versus expecting others to fit you)
- Knowing how to see a familiar situation from different perspectives
- Being sensitive to nuances of difference



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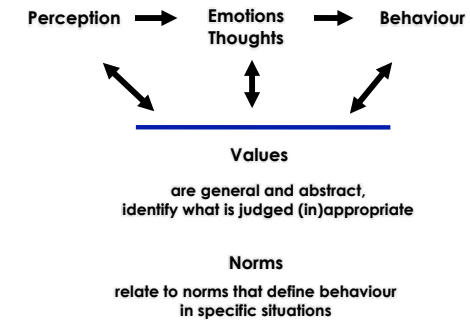
CULTURAL INTELLIGENCE COMPETENCIES



- The ability to distinguish between stereotypes and generalisations
- Being able to differentiate between the expectation to know about everything about every culture and having knowledge of general cultural patterns and frameworks
- Having a sense of humour when things go in unexpected directions



MAKING CONNECTIONS

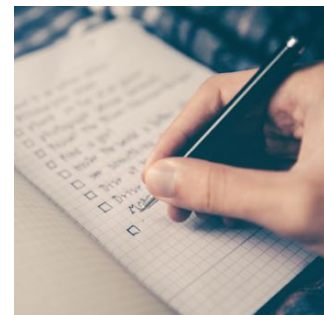


ALL THE SENSES

- Seeing
- Hearing
- Touching
- Tasting
- Smelling



PERCEPTION



- The unconscious mind processes approx. 11 million bits of information per second
- The conscious mind processes approx. 60 bits of information per second
- We need to process 60 bits of information to understand one person who is talking to us



EMOTIONS AND CULTURE SHOCK

Feelings of anxiety and stress people experience when they are removed from their familiar habits and routines and move into in a new environment.

Originates from not knowing what is appropriate and what isn't.



CULTURAL AMBIGUITY

- Body Language / Dress
- Tonality / Sounds
- Words



PUNCTUALITY

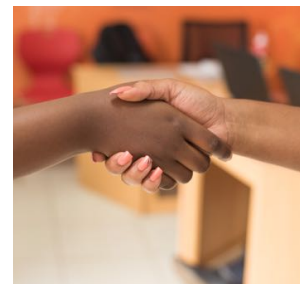


How acceptably late can you be for a business appointment?

- no more than 5 minutes
- around 20 minutes
- up to an hour



GREETINGS



How do you greet someone in a social context you have only met once before?

- You kiss them on the cheek and use their first name
- You shake their hand and use their last name and title
- You say "hi" and lift your hand for a wave



SAYING GOODBYE



"See you later" means

- I'll see you later today
- I'll see you sometime soon
- Maybe we'll meet again



PRACTICE WALKING IN SOMEONE ELSE'S SHOES

- Find a person from another culture
- Follow them as they walk - at a distance where you can see their whole body
- Model their body language, walk like they do
- Direct your attention, look where they look



WHEN THINGS GET CONFUSING



- Remember to breathe
- Become aware of how your beliefs and values impact on your perception, emotions and behaviour
- Consider that the person is not their behaviour - it's likely cultural filters
- Find the funny side



THANK YOU FOR YOUR ATTENTION!

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