

PARTICIPANT NOTES

BEYOUR BEST

20 MAY 2022

CQ COMMUNICATION FRAMEWORK



Your styles are influenced by your cultural norms







This framework is inspired from learnings from Erin Myer (in her book: The Culture Map); Hofstede Insights; and Deakin University in their Future Learn course 'Managing Culturally Diverse Teams'.

For information on workplace training on our material, please contact info@phoenixsisters.org

ACTIONS FROM WORKHOP

- 1 Be self-aware: articulate and understand my working style
- 2 Communicate to my team on my own verbal, conflict and decision making style
- Encourage my team to come up with a working environment understood by everyone
- Be prepared to flex my own style to meet the teams style



APPENDIX A

RESOURCES TO HELP YOU IN YOUR OWN UNDERSTADING OF CULTURAL INTELLIGENCE



RESOURCES

STATISTICS AND DATA

- ABS 2016 Census Multicultural Media release "Census reveals a fast changing, culturally diverse nation" - ABS, viewed 20/10/2019, https://www.abs.gov.au/ausstats/abs@.nsf/lookup/Media%20Release3
- Soutphommasane, Dr Tim, Whitwell, Prof Greg, Jordan, Kate, Ivanov, Philipp - Leading for Change - A blueprint for cultural diversity and inclusive leadership revisited April 2018 - Australian Human Rights Commission 2018.
- Lorenzo, Rocio, Voigt, Nicole, Tsusaka, Miki, Krentz, Matt and Abouzahr, Katie, "How diverse leadership teams boost innovation", Boston Consulting Group, viewed 9/11/2019, https://www.bcg.com/en-us/publications/2018/how-diverse-leadership-teams-boost-innovation.aspx>
- 4. Hunt, Vivian, Yee, Lareina, Prince, Sara, Dixon-Fyle, Sundiatu, "Delivering through diversity, January 2018 | Report", McKinsey & Company
- Strauss, Karsten, Forbes, "More evidence that company diversity leads to better profits"
 https://www.forbes.com/sites/karstenstrauss/2018/01/25/more-evidence-that-company-diversity-leads-to-better-profits/#40267ec21bc7
- 6. Whitson, R 2022, "Culturally diverse women paid less, stuck in middle management longer and more likely to be harassed", ABC News, The Business, viewed 09/05/2022, https://www.abc.net.au/news/2022-03-12/why-cultural-diversity-matters-iwd/100899548?utm_content=buffer4edc0&utm_medium=social&utm_sour ce=linkedin.com&utm_campaign=buffer

CULTURAL INTELLIGENCE RESOURCES

- 1. Myer, Erin (2014), The Culture Map: Breaking Through the Invisible Boundaries of Global Business.
- Hofstede Insights, 2022, viewed on 10 May 2022, https://www.hofstede-insights.com/fi/product/compare-countries/
- Lee, Martin, Arumugam, Puva, 2022, Leading Culturally Diverse Teams in the Workplace, Deakin University, Future Learn courses, viewed on 10 May 2022 https://www.futurelearn.com/courses/lead-culturally-diverse-workplaces
- 4. KnowledgeWorkx, 2022, *Three Colours of World View,* viewed on 10 May 2022, https://www.knowledgeworkx.com/framework-three-colors-of-worldview>

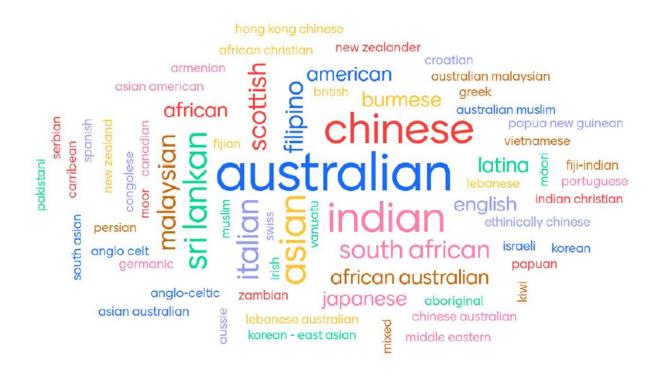


APPENDIX B

CULTURAL IDENTITY OF CONFERENCE PARTICIPANTS



What cultural background do you identify with?





APPENDIX C

CULTURAL NORMS FROM CONFERENCE PARTICIPANTS



Extended family	Shoes off inside the house	Serving tea to parents at Chinese New Year
Respect for elders	Extended family	No shoes in the house
Work ethic is really strong	Respect your elders	To be hardworking
Extended family responsibilities	Respect for the elderly.	The way we treat abs talk abs death
Women are expected to be passive, which I am not!	Gestures are usually a cultural norm in India	Respect, family and feeling included
Social norms, family values	Hospitality	Family community belonging

Importance of identity	World view,	Children live at home longer
- taking shoes off inside the house	The Eastern Orthodox Christian faith- fasting and going to church, but also contradicting pre-Christian superstitions like the Evil Eye. Family values and connection through names and festivals. Using Grenglish (Greek English). Need to feed everyone	Super extended family including people who aren't actually related
Really loud talking		Punctuality
	Talking over the top of each other is standard	
Dont smile to strangers	Dress codes	Saving face
Work hard and never complain	Always be on time	Be punctual
Talking about success comes off as arrogance	Respect elders	Respect elders

Polite	No shoes in house	Value direct communication
Cleaning on the weekend	Regularly seeing grandparents	Family is immediate only
Don't speak up and openly share opinions unless asked	Be on time	Respecting elders by touching their feet
Reading the room	Respect for elders	Respect the elders
Parameter Marie		
Respect elders	Work hard	Shoes off in the house
Being brutally honest	Not talking back to elders which can translate to not challenging ideas of senior people at work	Respect seniority

Respect seniority	Respecting elders	Respect elders
Respect elders	Be on time or early	Have a hard work ethic
Hard working	Respect to elder	Sharing food
Hardworking	Respect your elders	Show love by cooking
Work hard.	Gifts on birthday	Work ethic
Keeping my gaze low	Respect others	Have an education

Commitment to family/filial piety	Respecting eldersAvoiding conflictWork ethic	HonestyHard workingDon't big note yourself
Giving direct opinions	Spending holidays with extended family	Your income is not a secret
women cook and clean	Relaxed concept of time	In any job, commit to it and work your best
Respect elders	In any work place, always do your best and be yourself.	Women are less valuable
Hard work trumps everything else	Conflict avoidance, not speaking rudely to elders, not being loud	Men bbq women make salads
Always give 110%	Respect seniority Being late is fine Shoes off inside the	Be early and prepared
	houseRespect eldersHead down and work hard Women are expected to be passive	

Respect. Family and community religion	Please and thank you	To be on time means 5 minutes early than expected time.
Independence	Children are seen and not heard	Hospitality
Mind your own business	Share what you have but never take what is offered	Making a sign of respect to elders. Serving elders first. Standing up to give a seat to older people.
Being late is classy Respect parents	Hard working, dinner together, shoe's off in the house	Avoid conflict
Avoiding eye contact with seniorsAccepting food offered even if you don't like itRocking up at friends without planning with them	Politeness	Importance of education
	Eating Chinese food	Latin standard time
Always have cash and offer to pay		

Women do the domestic work, men do not participate in chores or hosting obligations	Decisions that help the family over individual	Don't put your parents in a nursing home
Resoect elders	Avoid conflict	Filial piety
Overuse of hand gestures when talking	Can move out only when married	Help others
Not calling older cousins by just their name, using the relevant word for brother or sister	Independence and self-reliance	Sharing food is important part of building relationships
Work ethic, forthright, honest, self esteem, respectful	Superstitions	Supersticiones
Filial piety	Food is community	Be always 15 min early

Lots of food is at cultural events	Eating using hands	Respect eldersHospitalityChildren live at home longerFastingLoud talking
Don't say opinions unless asked	Tell your family when you arrive home	Avoiding conflict
Maintaining family relations even if they're toxic	Sharing a meal being really significant	Putting others needs before your own
Eat all the food that has been prepared for you	Eating loudly meaning you like the food	Punctuality
Putting myself down or saying things were a team effort on resumes or EOI instead of displaying my actual strengths	Don't interrupt or talk over others.	Family hierarchy
and taking full credibility for my work		
	Indian tradition of - treat your guests as gods.	Education and work achievements as status in community
Use honorific when you meet the person for the first time		



Always have food to offer when people come to your house	Don't talk back	We don't have to keep tome
Share food when you are together .	I arrive on time	Manners
Extended familyRespect elders and cultureLoudWelcomingHospitality Open and share opinions	Be humble	To be on time means to be 5 minutes earlier than expected
Don't question authority	Speak only when invited	Fluidity of time
Cultural greetings - kissing hands	Finding your identity	Said hello to everyone
Don't decline when offered food	Island time	It's important to acknowledge people around you. Say hello

Prepare more food than you need	Family	Soft spoken
Women serve	Dad has final say	All conversations are passionate and involve a lot of yelling- even if you're not arguing! A lot of Australians think I am argumentative when I think I'm just talking normally
Thinking about what others will say and changing behaviours to suit (people pleasing)	Talking over the top of each other	
		Eye contact
We pay respect to elderly by touching their feet. We eat food with our fingers.shoes outside home. Calling boss by terms - Sir or Madam. Not calling parents by name. Saying	Informal relaxed greetings and conversations	Always offer to help clean when invited to other peoples homes for dinner, no matter who it is
namaste instead of handshake. Avoiding conflicts. Family matters the most.	Look after family	Care for elders
Kiwi humour	Don't open gifts immediately/in front of the person who gave it	Asking age is normal
Cultural/religious polite greetings		raking age is nottiful



Eating with hands	Breaking barriers / getting to know people through humour
Said hello with a kiss or hug (meeting for the first time)	Giving gifts
Don't talk about what you own	Large weddings
Crossing legs is considered disrespectful.	Divorce is common
Being socially active- lots of tea/dinner parties	Every older woman in the community is your Aunty and every man your uncle
Praying and spirituality.	Living with in-laws
	Said hello with a kiss or hug (meeting for the first time) Don't talk about what you own Crossing legs is considered disrespectful. Being socially active- lots of tea/dinner parties

Education comes first	Look after your parents	Not used to mingling with the opposite gender
!#*&!\$	Don't show emotions	10 different wedding evebts
Saying hello/good morning when passing people on a walk	Respecting family vaues	Defusing conflict with humour
Don't argue in public	Choosing not to drink alcohol which is so different to Aus culture	Patriarchy
Don't tell people about family stuff/issues	If you sign up for something, you are obligated	Everyone can sing and harmonise
Visit without invite	If you give or receive a compliment you have to spit or say something to counteract the devil or evil eye	Elders always right
No deference- mutual respect important	Be humble all the time	