

Managing Cultural Differences in the Workplace

The MEARIE Conference – 26 June 2014



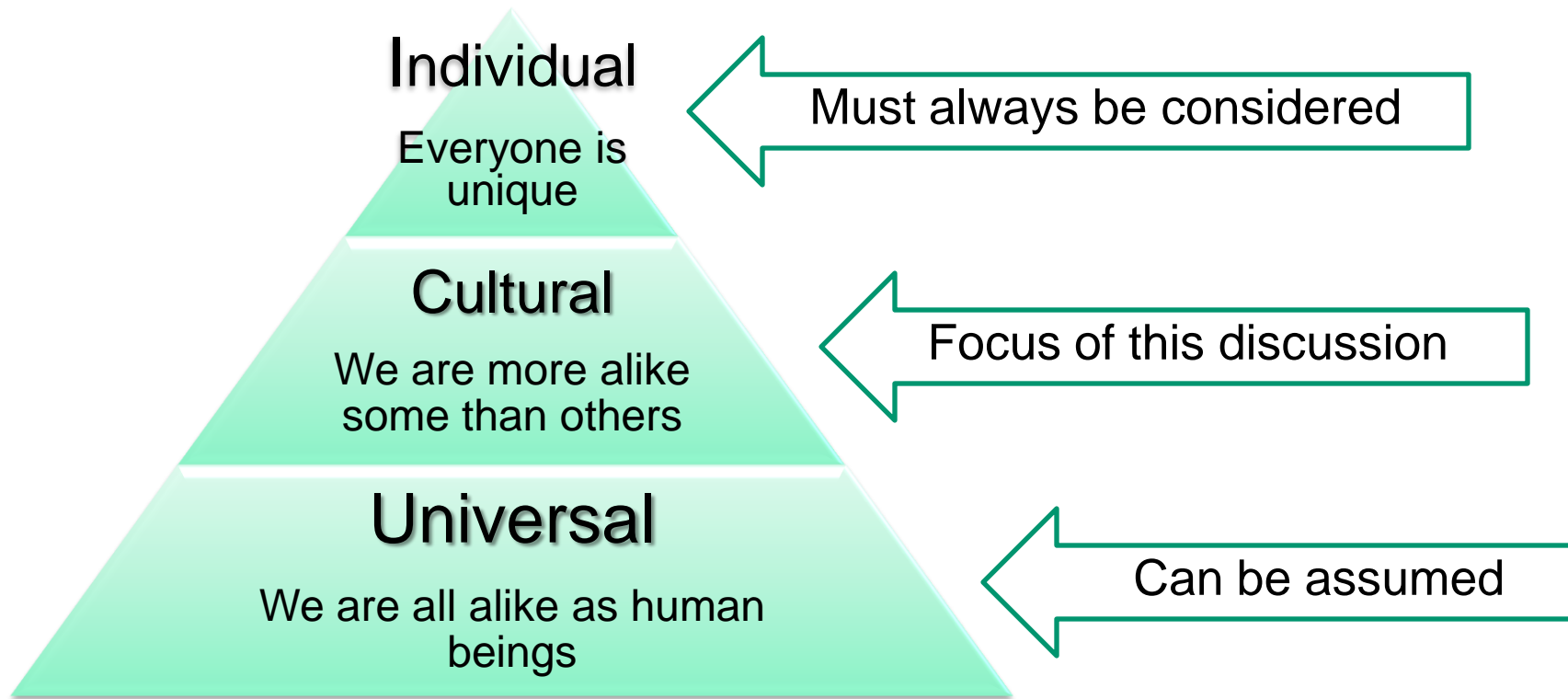
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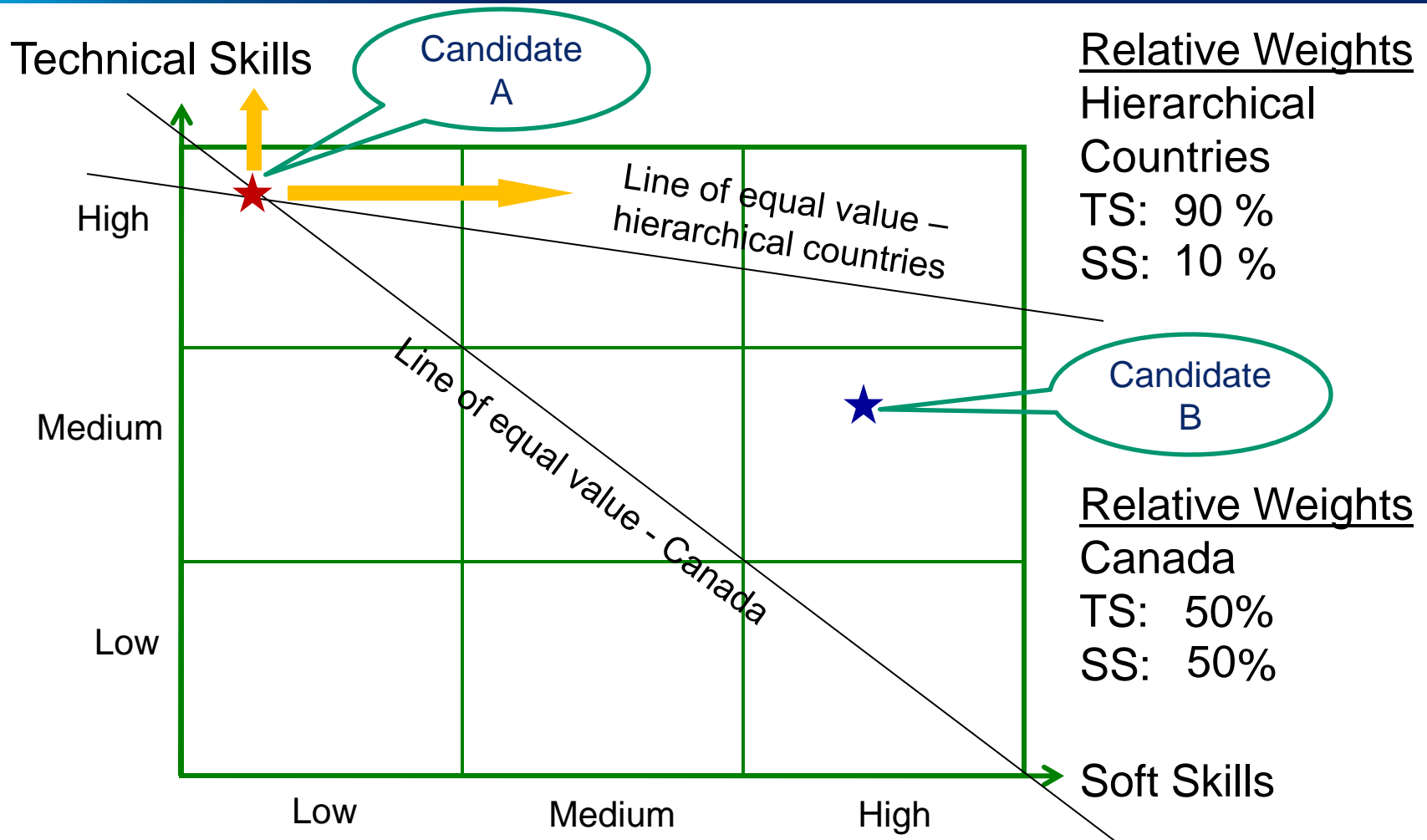
MultiCultural
Business
Solutions

Culture Defined

Culture is the way we do things when nobody tells us what to do



Technical and Soft Skills

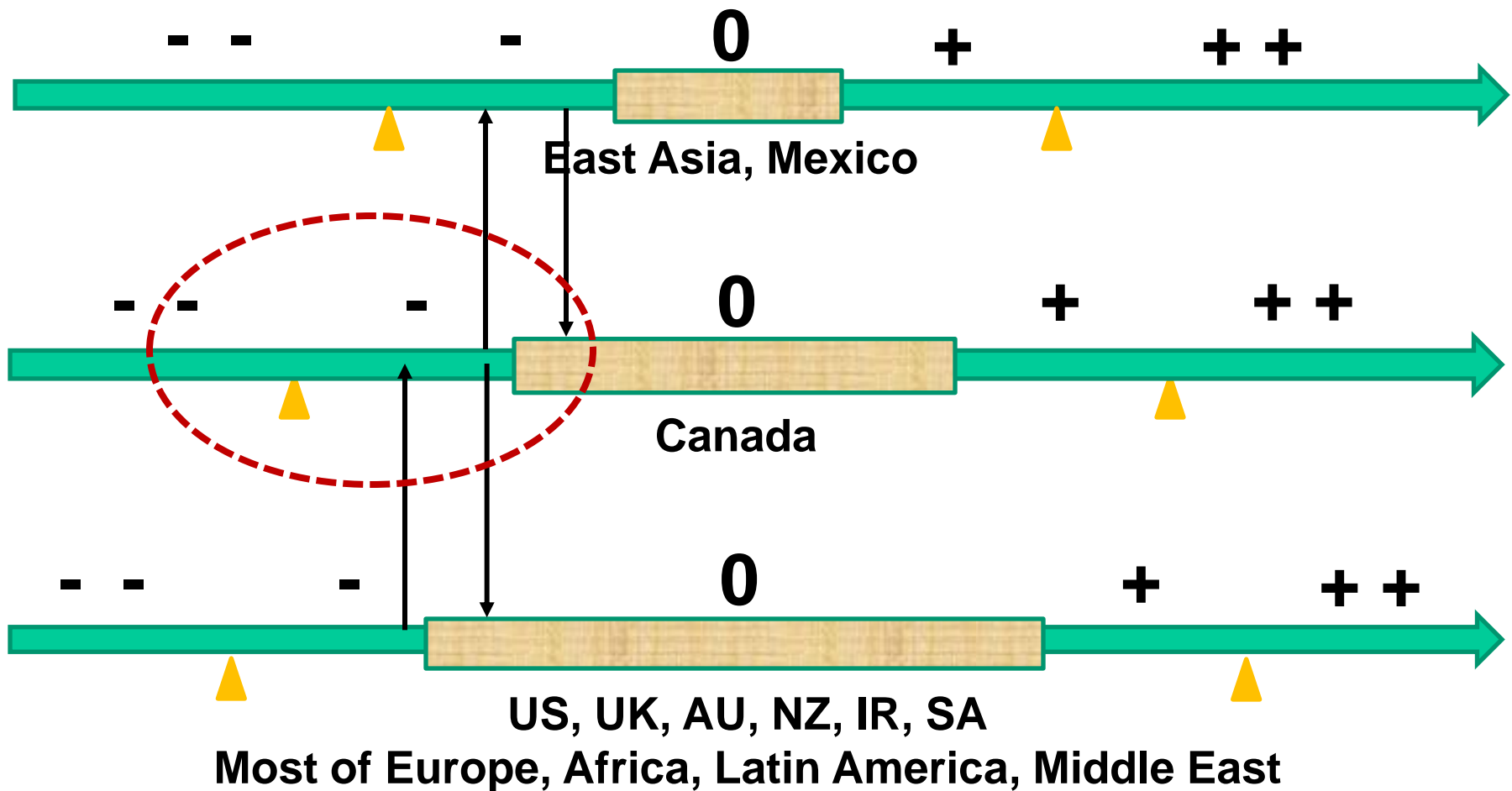


Technical and Soft Skills

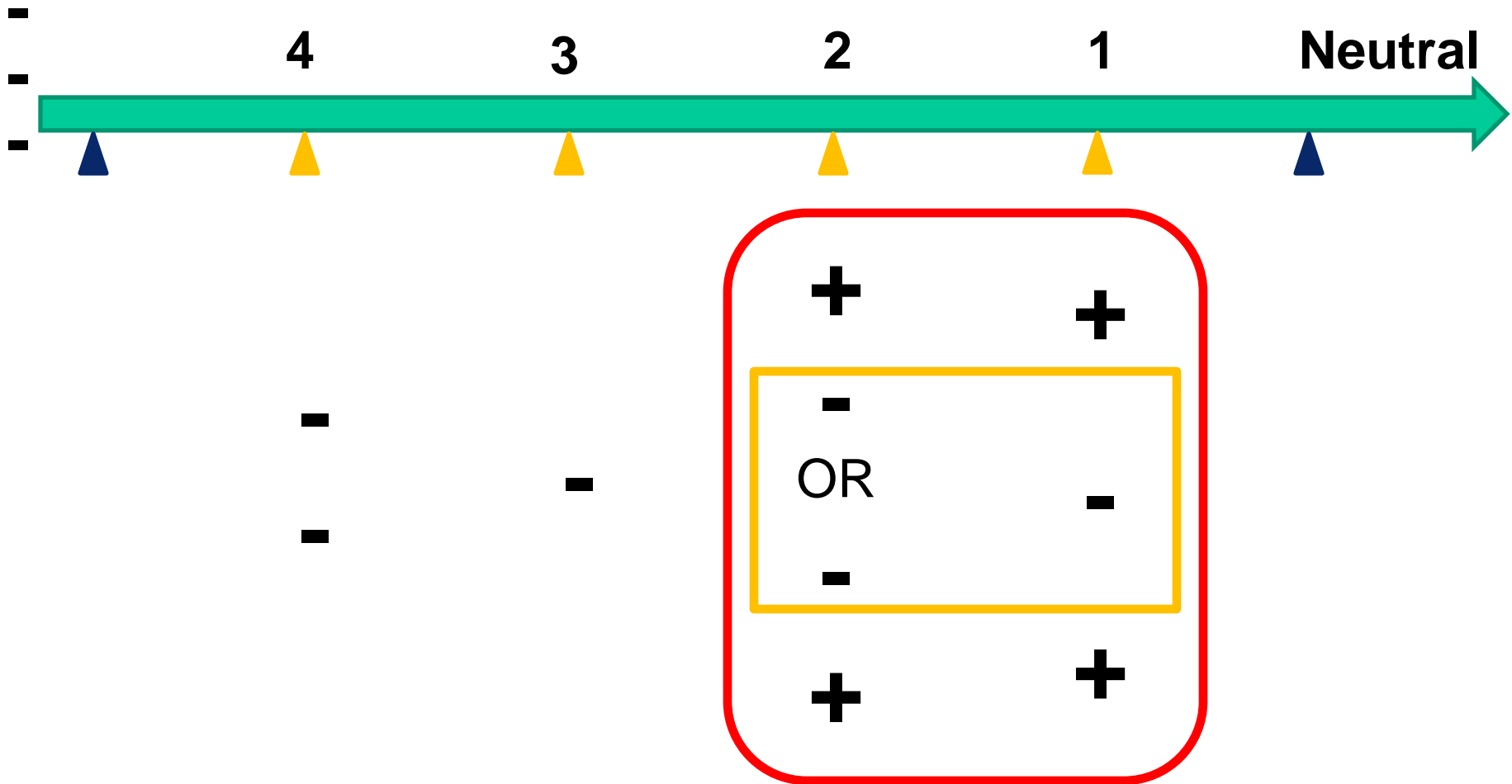
Suggestions to bridge the gap – help staff understand:

- The importance of soft skills
- How their performance is evaluated
- Which soft skills are required for success
- What good soft skills look like
- How to develop good soft skills

Cross-Cultural Feedback



Cross-Cultural Feedback



Cross-Cultural Feedback

Position	4	3	2	1
Problem				
Error				
Conflict				

Cross-Cultural Feedback

Suggestions to bridge the gap:

- Provide timely and specific feedback, especially to culturally diverse staff
- Use a number scale to give feedback, e.g.
“On a scale of 1 to 4, where 1 means a concern, and 4 means a catastrophe, this issue rates a 2.5.”
- Ask staff what they are going to do differently
- On the receiving end, state what you will do differently