



CultureFlex:

**Understanding
Cultural Differences**

CultureFlex:

Understanding Cross-Cultural Differences

- ❑ This session is designed to help participants recognize the critical importance of identifying challenges and understanding cultural differences in colleague and client relationships. Before the session, each participant takes the TMA on-line Worldprism Profiler™ and receives an individual comparison of his/her preferences compared to other cultures selected in the Country Navigator.
- ❑ Participants work in small groups to come to consensus on the responses to cross-cultural situations presented in a quiz format. These situations are customized to reflect the industry, e.g., health care, food service, etc. Facilitators then offer a pragmatic working definition of culture and cultural competence.
- ❑ Participants also take part in an interactive “intercultural hot buttons” exercise. These hot buttons are often customized from the analysis of interview data gathered in the preparation process of the training.
- ❑ The exercise can be very effective in creating transparency about team member’s sensibilities and in providing an opportunity for open dialogue about individual or team issues resulting from different sets of cultural orientations.
- ❑ Participants are then introduced to the dimensions of the TMA Worldprism Profiler™ model in more depth and share findings and insights. Cultural orientations and their impact are examined with respect to:
 - ❑ Relating: How we interact
 - ❑ Regulating: How we manage
 - ❑ Reasoning: How we think
- ❑ The final exercise presents a series of case studies/critical incidents (or interactive theatre vignettes, or videos) which ask participants to identify the cultural disconnects and describe a better approach.