

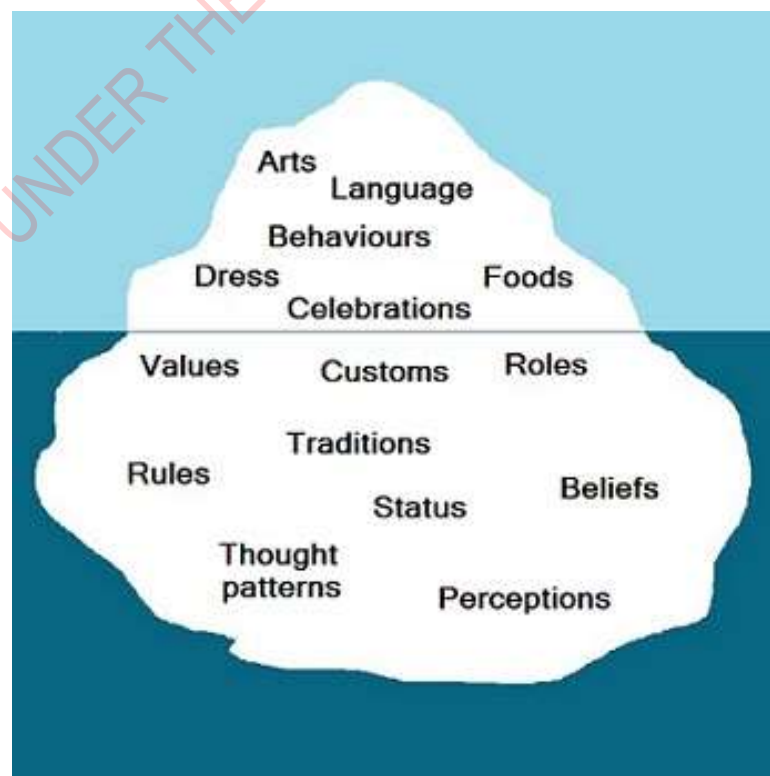
Intercultural Awareness

Aotearoa is clearly more than a bicultural society; it is multicultural. Public service providers and the recipients of that group's services both consist of people with multicultural backgrounds.

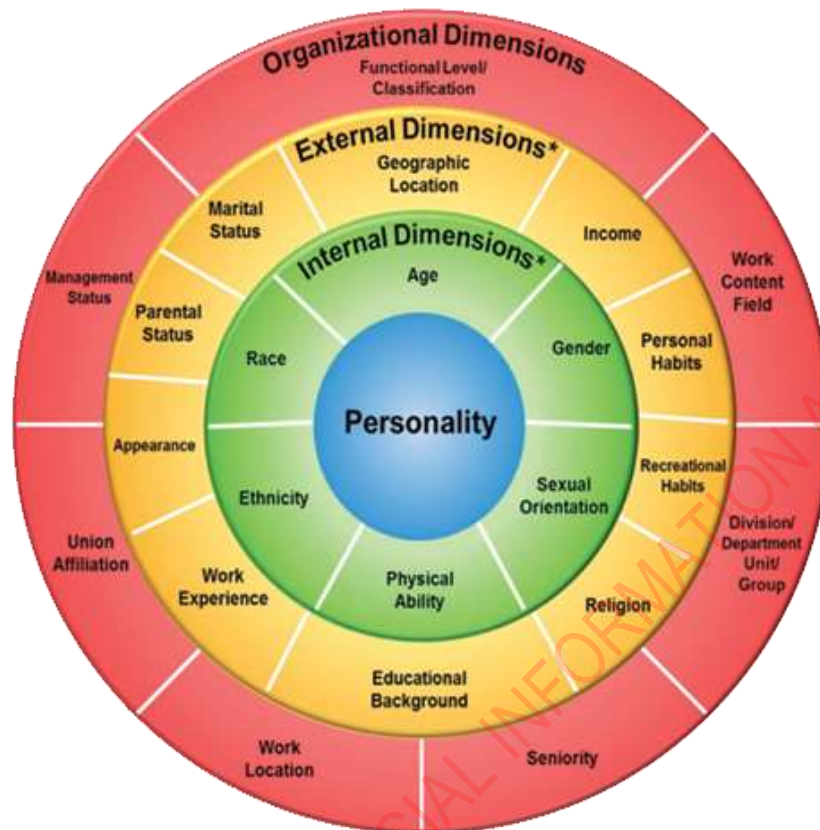
Not only does the whole society consist of multi-cultural groups, ALL individuals in it are multicultural as individuals.

- If you look at all the dimensions that affect our values, beliefs, and behaviour, "culture" becomes more than "national origin". It includes such things as: language, religion, gender, age, power, economic status, etc. Using this perspective, it is easy to see that everyone is a "member" of many cultural groups.
- All of these dimensions have the potential to affect the way we communicate and interact with others.

Iceberg of Culture



The Four Layers of Diversity



(Gardenswartz, L., & Rowe, A. 2003)

Personality: Personality is shaped early in life and is both influenced by, and influences, the other three layers throughout one's lifetime and career choices. This includes an individual's likes and dislikes, values, and beliefs.

Internal dimensions: These include aspects of diversity over which we have no control (though "physical ability" can change over time due to choices we make to be active or not, or in cases of illness or accidents). These dimensions include the first things we see in other people, and on which we make many assumptions and base judgments.

External dimensions: These include aspects of our lives which we have some control over, which might change over time, and which usually form the basis for decisions on careers and work styles. This layer often determines, in part, with whom we develop friendships and what we do for work. This layer also tells us much about whom we like to be with.

Organisational dimensions: This layer concerns the aspects of culture found in a work setting. While much attention of diversity efforts is focused on the internal dimensions, issues of preferential treatment and opportunities for development or promotion are impacted by the aspects of this layer.

Activity | I am a Cultural Being

1. Write your nationality and gender
2. Using the middle two circles from the *Four Layers of Diversity*, add three more social/cultural identities into column 2.
3. Choose three social/cultural identities, and for each one write a value/belief and behaviour you have as a result of belonging to this group.

	Social / Cultural Identity	Value/Belief	Behaviour
	<i>For example: Nationality</i>		
	<i>For example: Gender</i>		

Activity | Once upon a time...



A long time ago, in the country of Bark there was a town called Husk, which was located beside a mountain. In the centre of the town was a fortress, where the ruler named Cedric lived with his only daughter, Victoria.

The Ruler could no longer get around easily, but he was often seen zipping around town on a red motorised scooter. Victoria was a

popular person; happy and always helpful. The people of Husk often commented that she would go far in life.

As well as the Ruler and his daughter, there were many other people who lived in the town including two wizards. Burgred, a scar-faced wizard who lived in a hut, under the shadow of the mountain, and Aelfwyn a handsome, well-presented wizard who lived near the church in the centre of town.

On the 25th anniversary of Burgred's arrival in town, the Ruler addressed his people gathered below, "Burgred has been here 25 years too long, despite multiple attempts by brave men to drive him out. Who of you is brave enough to rid this town of him once and for all?"

The crowd included a number of adventurers and brave men from around the country who had come to hear the Ruler's address.

One person, an outsider, spoke up, "I will get rid of him, in return for your fortress". The Ruler replied, "The fortress is too much, but I will give you half the jewels in the vault if you succeed in the mission".

The Outsider accepted the Ruler's offer, and went off to visit Aelfwyn, the handsome wizard. Aelfwyn was surprised by the Outsider's boldness, and agreed to help him for a share of the jewels. Aelfwyn went into his house and brewed a concoction in his cauldron, he then poured the concoction into a purple vial.

"This will give you extra strength for the battle ahead" he said, as he handed the concoction to the Outsider.

The Outsider made his way across the town to the shadow of the mountain, where Burgred, who had seen a vision of his demise, was waiting for him.

"You have come to get rid of me" Burgred said, and they battled for many days and nights. The Outsider overcame Burgred. Tired and exhausted the wizard promised to leave the town and never return.

The Outsider made his way back to the fortress to claim his promised reward.

Person One

Nationality	_____			
Ethnicity	_____			
Religion	_____			
Occupation	_____			
What suburb do they live in?	_____			
Place of birth	_____			
Length of time in NZ	_____			
Level of education	_____			
Languages spoken: 1	_____			
2	_____			
3	_____			
Pastimes	_____			
Are they vegetarian?	Yes / No	Do they date?		Yes / No

Person Two

Nationality	_____		
Ethnicity	_____		
Religion	_____		
Occupation	_____		
What suburb do they live in?	_____		
Place of birth	_____		
Length of time in NZ	_____		
Level of education	_____		
Languages spoken: 1	_____		
2	_____		
3	_____		
Pastimes	_____		
Are they vegetarian?	Yes /No	Do they date?	Yes / No

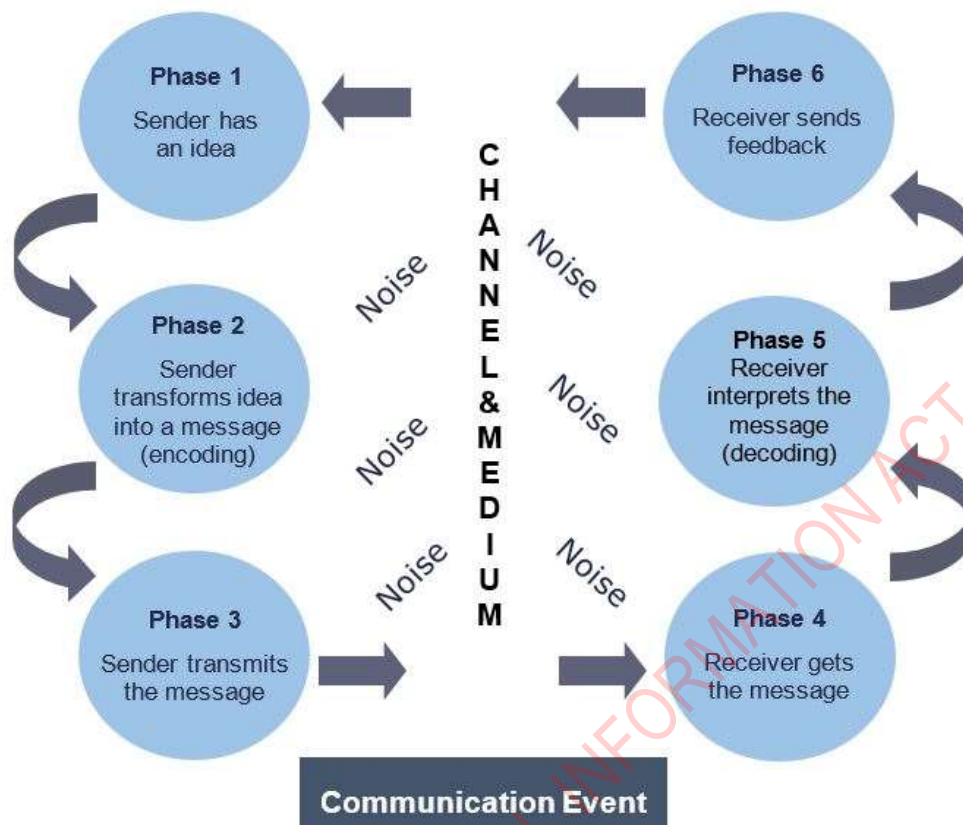
Reflection

Looking at the factors of the *Four Layers of Diversity* again, think about those you have difficulty in accepting in other people. Write down:

- Which of the factors do you make snap judgments on?
- Which influence your decisions in a negative manner?
- What factors cause you to try to avoid contact with others?

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Communication Process



Four Types of Noise

Physical Noise

Construction activity	Air conditioners
Barking dogs	Airplanes
Loud music	Noisy conflict nearby

Physiological Noise

Feeling ill	Having a headache
Growling stomach	Room is too cold or too hot

Psychological Noise

Worries about money
 Crushing deadlines
 The presence of specific other people in the room
 Biases related to the speaker or the content
 Tight daily schedule

Semantic Noise

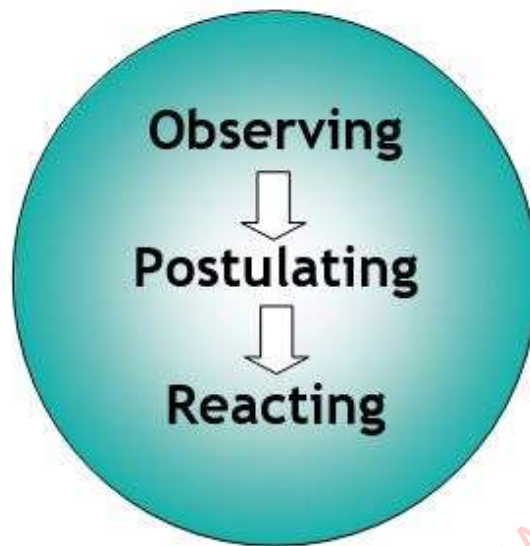
Special jargon	Euphemism
Mispronunciation	Unique word usage
Phrases from foreign languages	

Activity | Communication

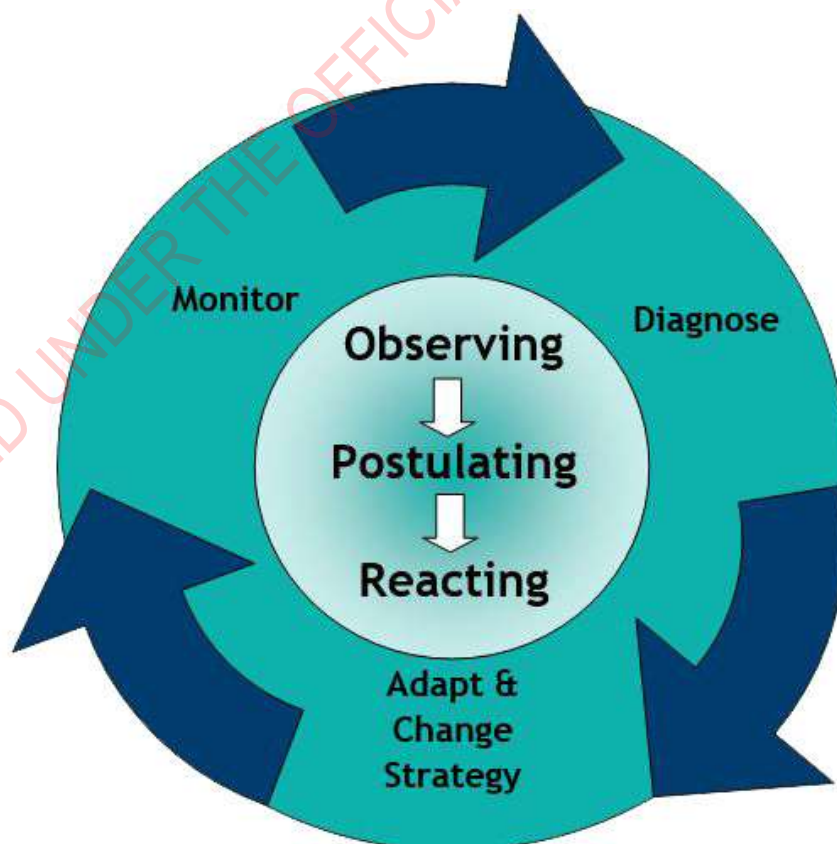
Think of a time when you were a sender or recipient of a message and it was lost through noise.

- What was the situation?
- What type/s of noise affected the message being received correctly?
- What could have been done differently so the message was received correctly?

Sub-conscious Process



Diagnosing Communication



Intercultural Awareness | Reflection

What have you learnt about:

- culture?
- communication?
- yourself?
- interacting with others?
- the relationship between culture, communication, relationships and workplace interaction?
- What is one key aspect you have found to be helpful today?
- How will you apply what you have learnt today?