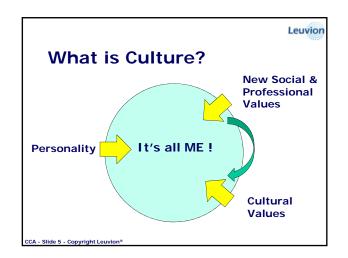
Cross Cultural Effectiveness

Consultant : Luc De Haes

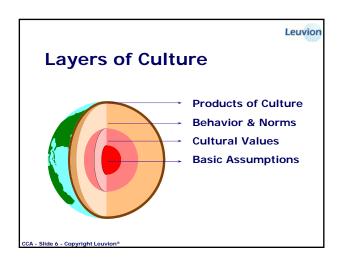


Objectives

Raise **briefly** our intercultural alertness:

- Increase your awareness and understanding of your own cultural orientation.
- Accept that people may have a different set of working values that results from a different learning process.
- Learn to avoid making judgmental statements when commenting on these values..

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Most common US comments on Living in Belgium, France, ...

- They drive like idiots (... it's changing!).
- Bad service in the restaurants.
- A watch is an indication for wealth not a time management tool.

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"The Japanese are Formal"

- Generalization:All the Japanese?
- Do's & don'ts response: Cultural Gymnastics!
- But most of all, a misunderstanding.

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You don't get a **second** chance to make a good **first** impression.

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Luck is only to the advantage of those who were prepared.

Louis Pasteur

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"The Dutch are Stingy"

- Generalization: All the Dutch?
- Negative response: Nothing you can do about!
- But most of all, subjective.

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- Re-written with cases (PDF) with:
- Fortis Turkey Yvan De Cock,
- Nedalco in GB Lourens Schot,
- Betafence Patrick Lecluyse durin Bekaert period in North and South America),
- KBC Jan Vanhevel and Dirk Mampaey about Central- and East-Europe,
- J&J with IT in India Patrick Nobels,
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