

## CONNECTING DIFFERENCES IN A WORKPLACE

Northern Illinois Employee Assistance Professionals Association  
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## Meet Your Presenter



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**Tatyana Fertelmeyster, MA, LCPC**, founder and principal of Connecting Differences: Consulting, Training, Facilitation, and Coaching is a nationally and internationally recognized expert in Intercultural Communication, Diversity and Inclusion. Tatyana specializes in assisting leaders and teams in navigating complex intercultural, interpersonal, and intrapersonal processes. Her unique technique of Spontaneous Facilitation allows her to work with individuals and groups with maximum concentration on the reality of the present moment. She leads her clients in arriving at deeper levels of insight and the development of practical and sustainable skills.

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Culture, Religion, Ethnicity, Seniority, Income, Education, Sexual Orientation, Physical ability, Mental ability, Upbringing, Age, Gender, Marital status

## Unconscious Bias



Project Implicit®

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## What Exactly Does That Mean?

Can I tolerate myself (my anxiety, my fear, my uncertainty, my anger, my excitement, my guilt, my boredom, my annoyance, my shame, my pride, my...) long enough to engage with you across our differences?

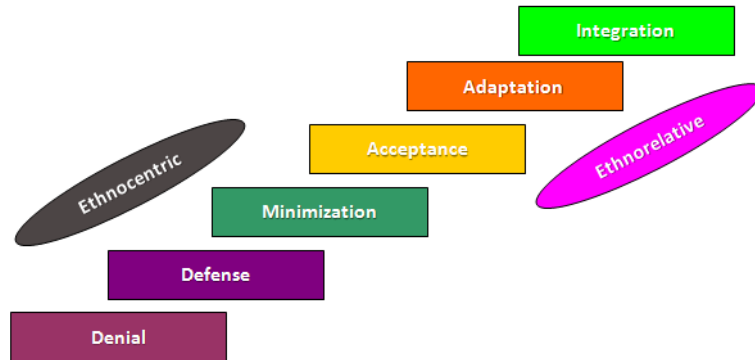


TOLERANCE

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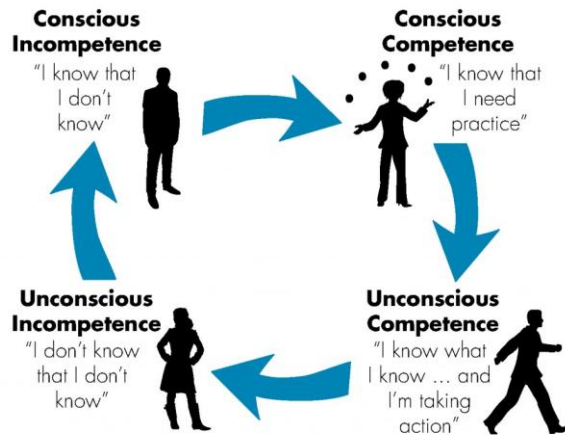
# Developmental Model Intercultural Sensitivity

Milton J. Bennett, Ph.D.



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# Intercultural Sensitivity and Unconscious Bias



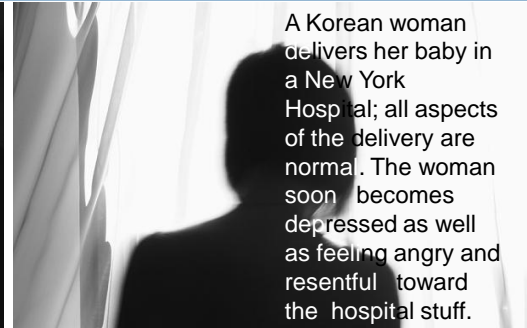
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# Interpersonal? Intercultural? Psychopathological?

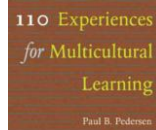
A 65-year old man lives in a crowded downtown neighborhood yet feels isolated and alone. He feels that people are cold and unfriendly.



A Korean woman delivers her baby in a New York Hospital; all aspects of the delivery are normal. The woman soon becomes depressed as well as feeling angry and resentful toward the hospital staff.

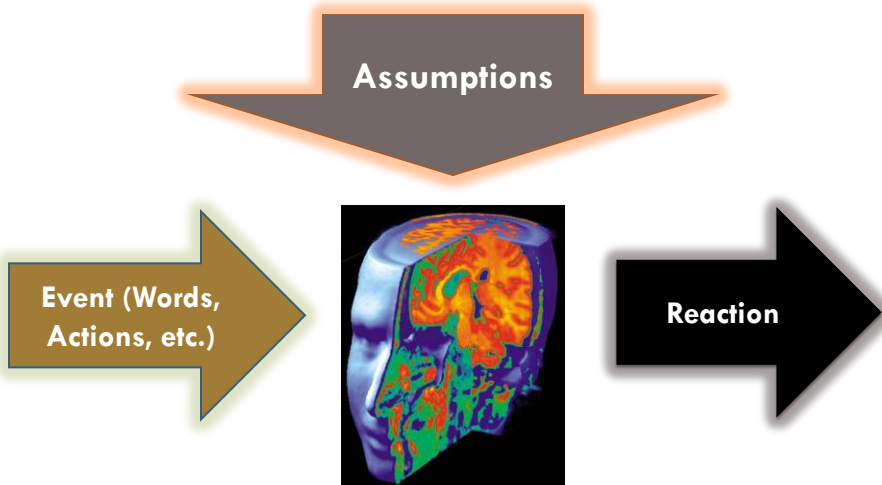


- Interpersonal: 1 2 3 4 5 6 7 8 9 10
- Intercultural: 1 2 3 4 5 6 7 8 9 10
- Psychopathological: 1 2 3 4 5 6 7 8 9 10



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# Challenges of Interacting across Cultures and Differences



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## Culture is...

...the set of values, assumptions, and beliefs which are learned and shared by a specific group of people, resulting in characteristic behaviors and practices.



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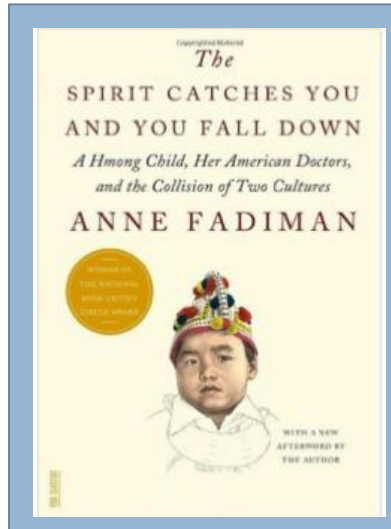
## What is Culture



- Behaviors
- Traditions
- Language
- Nonverbal Communication
  - Values
  - Beliefs
  - Norms
- Symbolic Meanings

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## Intent and Impact



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## Relationships and Trust



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**“We cannot not  
communicate”**

Paul Watzlawick

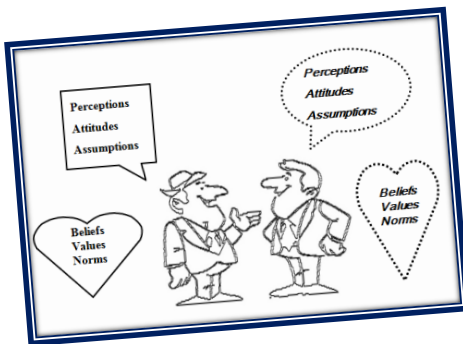
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# Intercultural Communication

## Communication



## Cross-cultural (Mis)communication



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## Languages We Speak

- Linguistic structure
- Mother tongue vs. foreign language
- Language and culture
- Words and their meaning



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## Language and Emotions



Robert Plutchik's Wheel of Emotions

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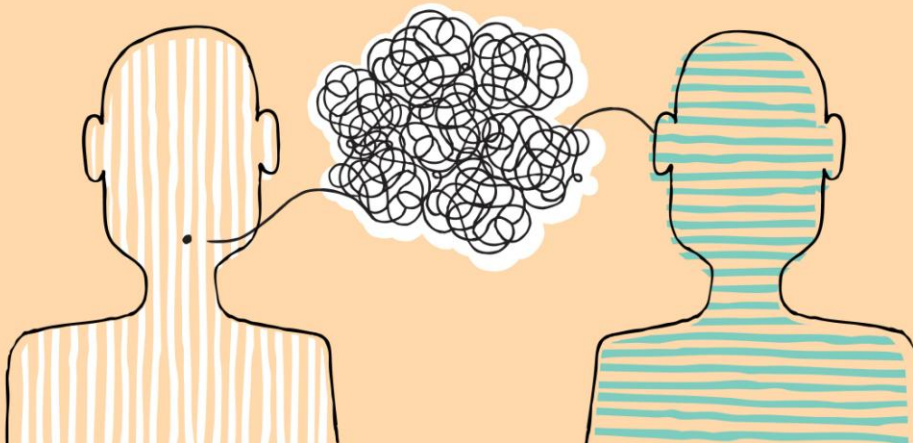
## Communication Styles



Linear	Circular
Direct	Indirect
Low Context	High Context
Attached (Emotional)	Detached (Unemotional)
Task-Focused	Relationship-Focused
Formal	Informal

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## Listening



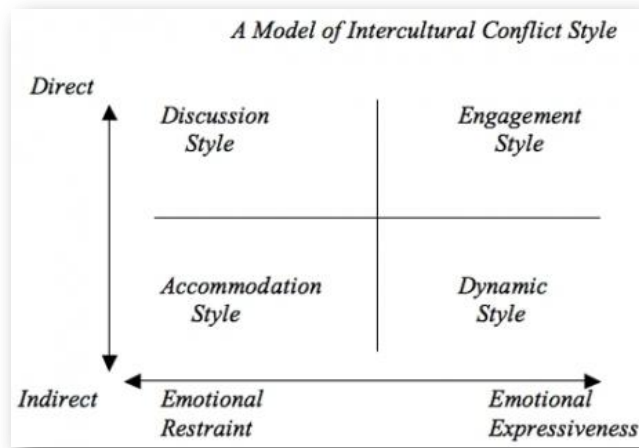
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# Conflict



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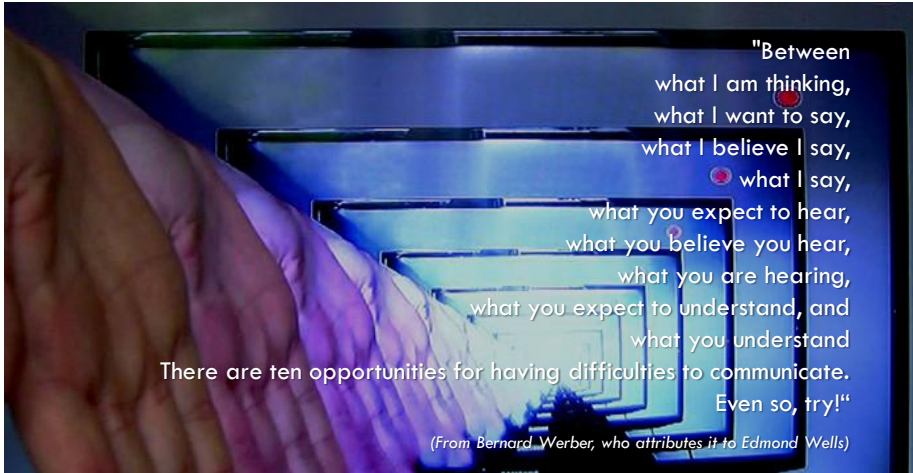
# Conflict Style



The model is developed by Dr. Mitchell Hammer

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# Let Us Try!



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