

Intercultural Communicative Competence Training Programme_ Module 1

Exercises to Improve Intercultural Communication Skills

EXERCISE 13 – Values at Work

Instructions for facilitator

Key objectives

To enable learners to identify some of their own work-related values and attitudes.
To provide learners with a vocabulary and model with which to describe cultural influences on workplace behaviour.

Background rationale

Cultural conflicts and misunderstandings can arise when individuals with opposing values come into contact.

The Values at Work checklist introduces an extensive range of dimensions along which work-related values vary, and explores the contrasting values that reside at each pole of each dimension. This activity invites learners to reflect on some of their own cultural values, and asks them to explore the potential impact of cultural differences as they work in a new country or culture.

The learner will have probably identified important cultural differences between his or her own approach and that of another culture or country of interest. Discuss some of the following questions with the learner:

How might these differences become apparent in the working environment?

How might people from a different country or culture perceive your approach at work?

What challenge do these differences present?

In what ways might you adapt your behaviour to manage and overcome these cultural differences?

