



SIETAREUROPA


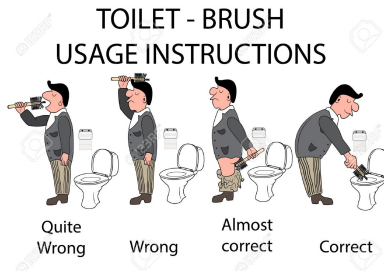
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Please save the date for our upcoming CCC Breaks, all dates are online [here](#).

CCC-Break 3: 03.10.2018. Burning Question: How to approach difficult topics on specific culture training (for example using European toilet for Indian employees) What are other topics which can be described as hot and subtle?

Seven of SIETAR members have met and shared their ideas on how to deal with such situations. Michalina shared her story of being called by one of her client to help them to solve a problem they encountered while Indian part of the team was visiting their office in Poland. They didn't use toilets appropriately. First ideas and stories we shared were:

<p>Use indirect communication:</p> <ul style="list-style-type: none"> • Write an e-mail to the whole office about cleaning standards – that we really care about tidiness and so on • Write an e-mail to Indian team members about how sorry we are they have to deal with dirty toilets (implication: Polish employees didn't put enough effort to clean them) 	<p>Prevention:</p> <ul style="list-style-type: none"> • Work with whole team and share what you do on your own, what others do for you in your culture – to broaden the perspective • Proper induction training – what our culture is like, show them town, discuss standards, routines, rituals, etc.
<p>Use direct communication:</p> <ul style="list-style-type: none"> • Pay someone for cleaning • Use signs / pictograms 	<p>Use signs with irony (not recommended)</p> <p>TOILET - BRUSH USAGE INSTRUCTIONS</p> 

Different stories brought issues of the hospitality, coping with dealing on your own / versus being hosted, building trust, coping with differing approaches towards intimacy, illness, sex and compliments at work, which might be misunderstood cross-culturally).

The crucial learning points from all the stories:

- Lack of trust make us misinterpret situations. The exchange of stories gives us the opportunity to better understand someone else's world of obviousness.
- Try to find 'Pocachontas' – your trusted person (an insider) in another culture – and check if the behavior is a sign of mistrust or is standard in the specific cultural setting.

Thanks for this summary of our CCC Break discussion to:



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SIETAR Europa Cross Cultural Coffee Breaks

Summary

Thanks for the intriguing discussions to our participants:

