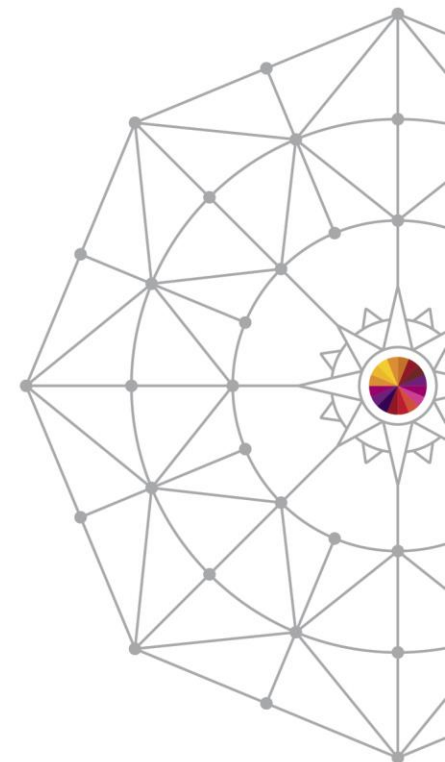


Let's Talk

Communicating Across Diversity

Dr. William Cross
Sandra Beck

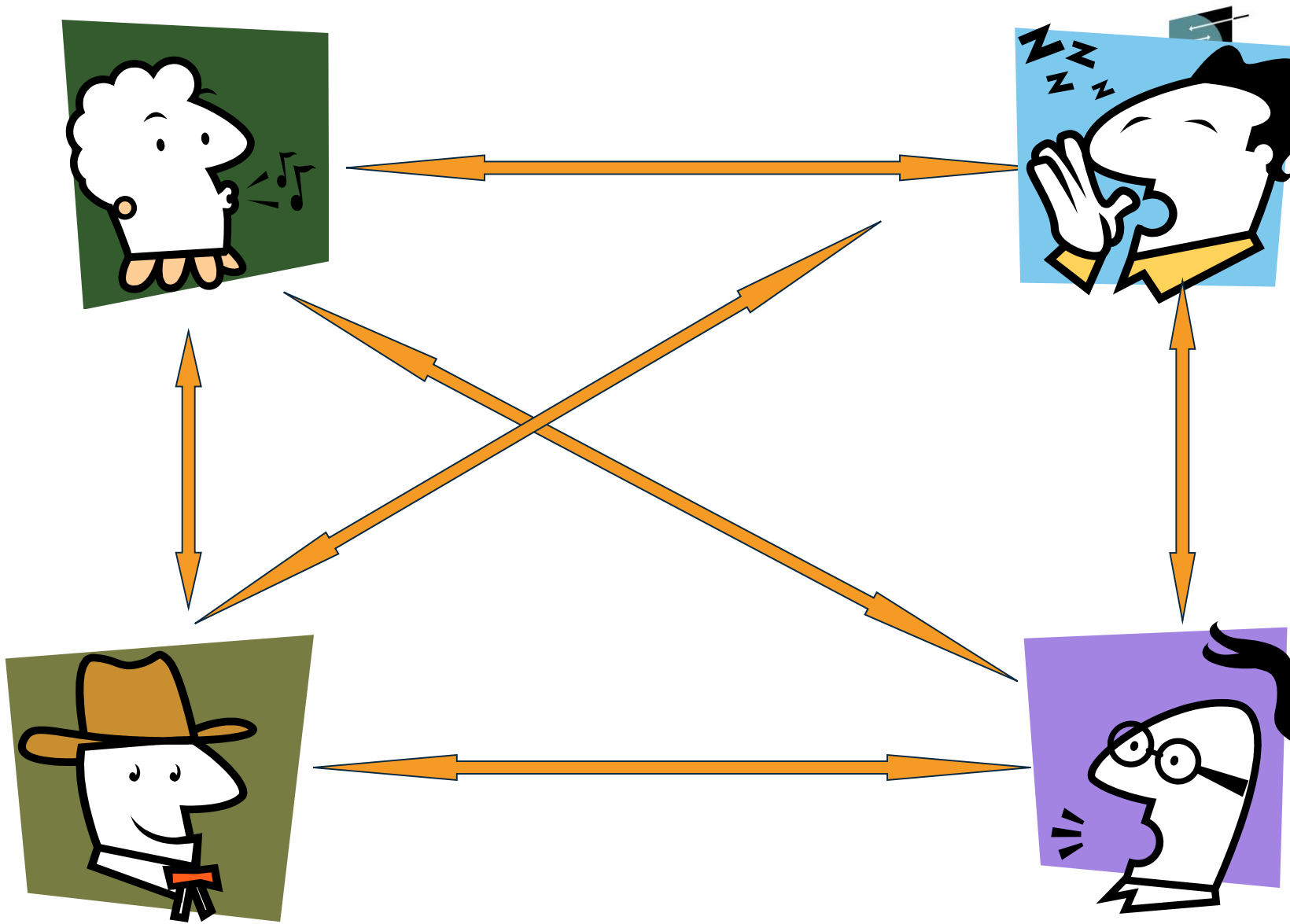


#SHAREorg



Communication

$$i = n*(n-1)/2$$



Cultural Diversity

- Words have different meanings
- Taboo topics
- Spiritual, social, political issues
- Conflict management styles



Five Generations

- Veterans (1930 – 1945)
- Baby Boomers (1946 – 1964)
- Generation X (1965 – 1976)
- Generation Y (1977 – 1990)
- Millennials (1991 -)

Work Styles

- Veteran
- Baby Boomer
- Generation X
- Generation Y
- Millennials
- Detailed direction & guidance
- Prefer teams & meetings. Ask for directions
- Independent, resilient, adaptable. Work alone
- Structure, challenges, coaching
- Social networking

YOU'RE DOING GREAT!

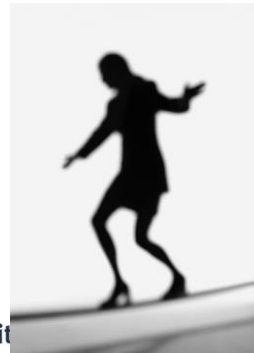


Feedback

- Veteran
- Baby Boomer
- Generation X
- Generation Y
- Millennials
- No news is good news
- Promotions, pay raise, job titles.
- Immediate continual feedback
- Immediate rewards

Work/Life Balance

- Veteran
 - Baby Boomer
 - Generation X
 - Generation Y
 - Millennials
- Hard work is success.
Adapt to organization
 - Immediate continual
feedback
 - Immediate reward



Conflict

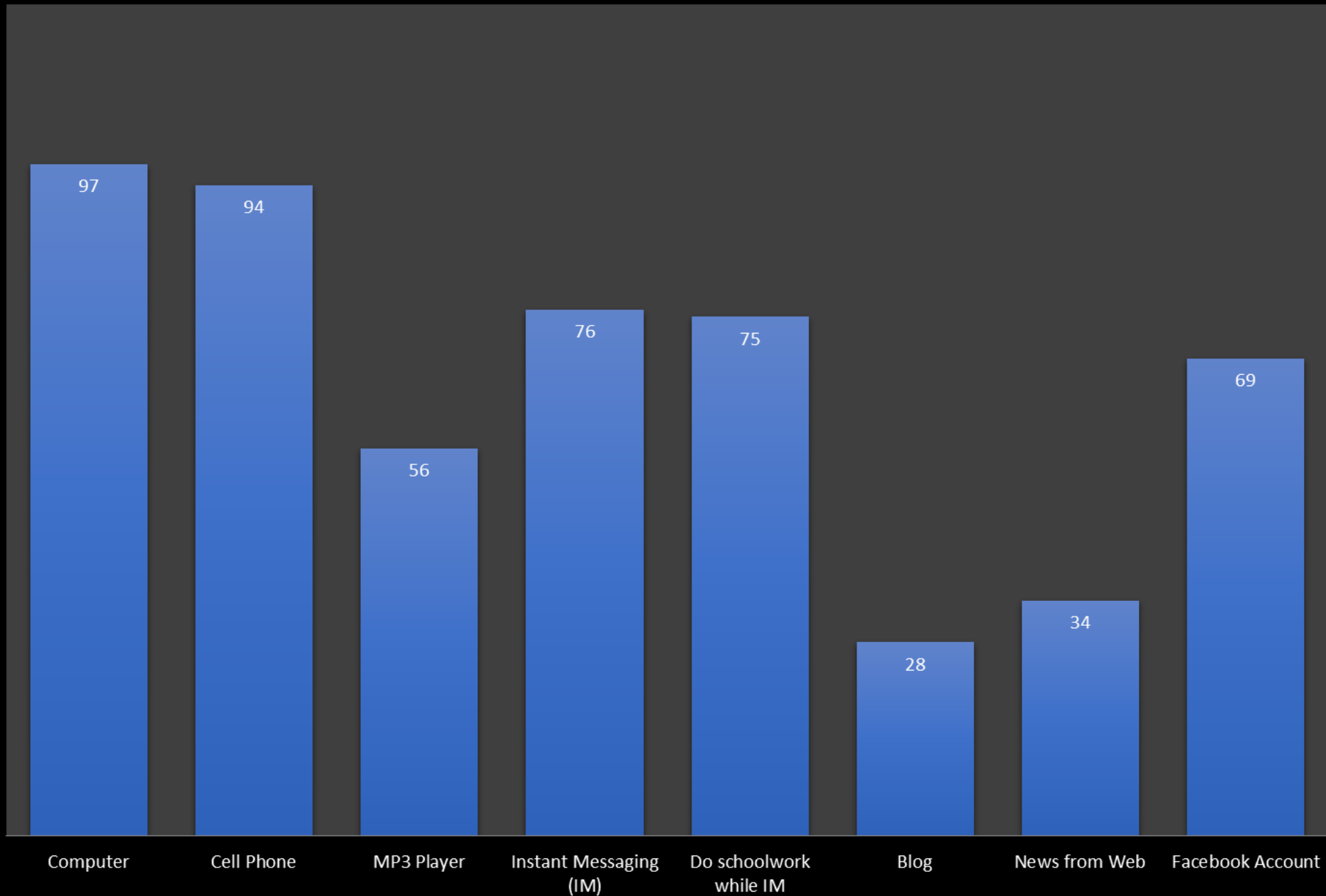


- Veteran
- Baby Boomer
- Generation X
- Generation Y
- Millennials
- Chain of command
- Team consensus
- Resolve problems immediately
- Use learned conflict management skills
- Still learning

Communication Style

- Veteran
- Baby Boomer
- Generation X
- Generation Y
- Millennials
- Formality – memo, conversation, phone
- Personal contact, email, voice mail
- Instant message, email
- Cell phone, texting, social networking
- Social networking, texting

Net Generation



Diverse Communication



- **Match formality to the culture**
- **Use multiple communication avenues**
- **Individualize your approach**
- **Understand value differences**
- **Be aware of motivating factors**

Diverse Communication

- **Ask, Don't Assume**
- **Be Willing To Learn**
- **Be Willing To Teach**
- **Acknowledge the differences**
- **Don't take it personally**

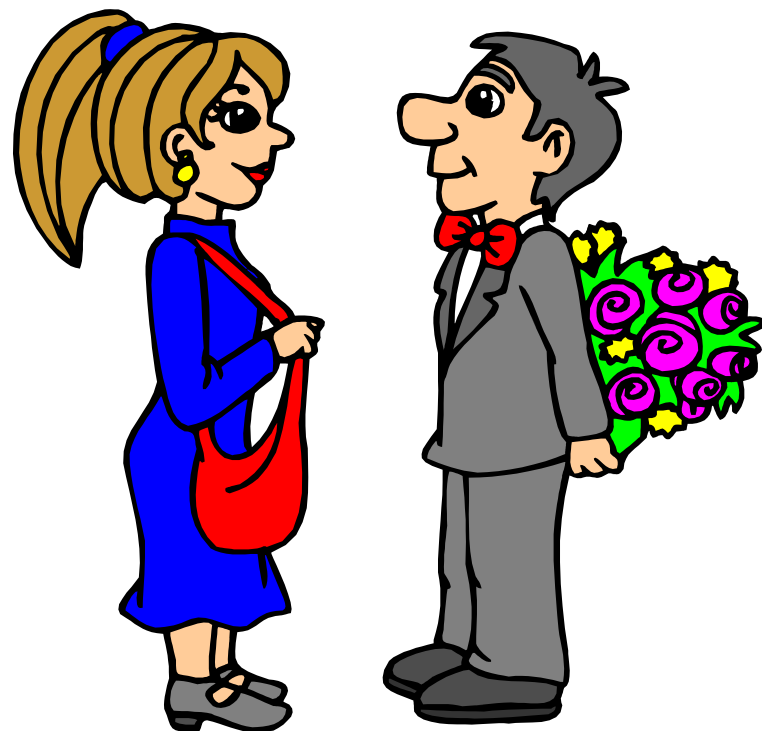




I think she
is giving me
cooties!

Men and women are different!

- Physically
- Mentally
- Emotionally
- Problem solving
- Communication

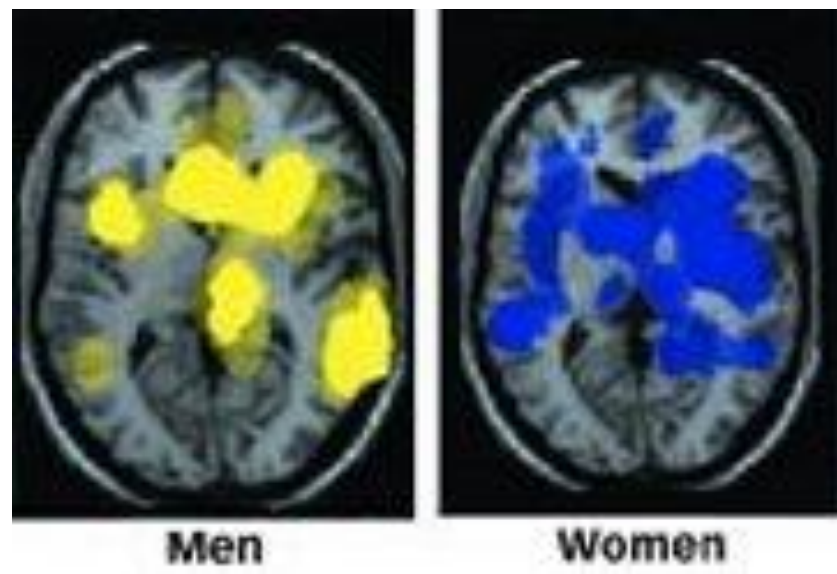


Ever Wonder Why?

- She prefers
 - Spa Days
 - Girl talk
 - Finger sandwiches
 - Fuchsia
- He prefers
 - Football
 - Hunting
 - Steaks
 - What's fuchsia?

Men and women are different!

- Physically
 - Hormones
 - Brains
 - Amygdala
 - Hippocampus
 - Cingulate gyrus
 - Neural Pathways
 - Corpus Callosum
 - Cerebral Cortex
 - Brain Stem



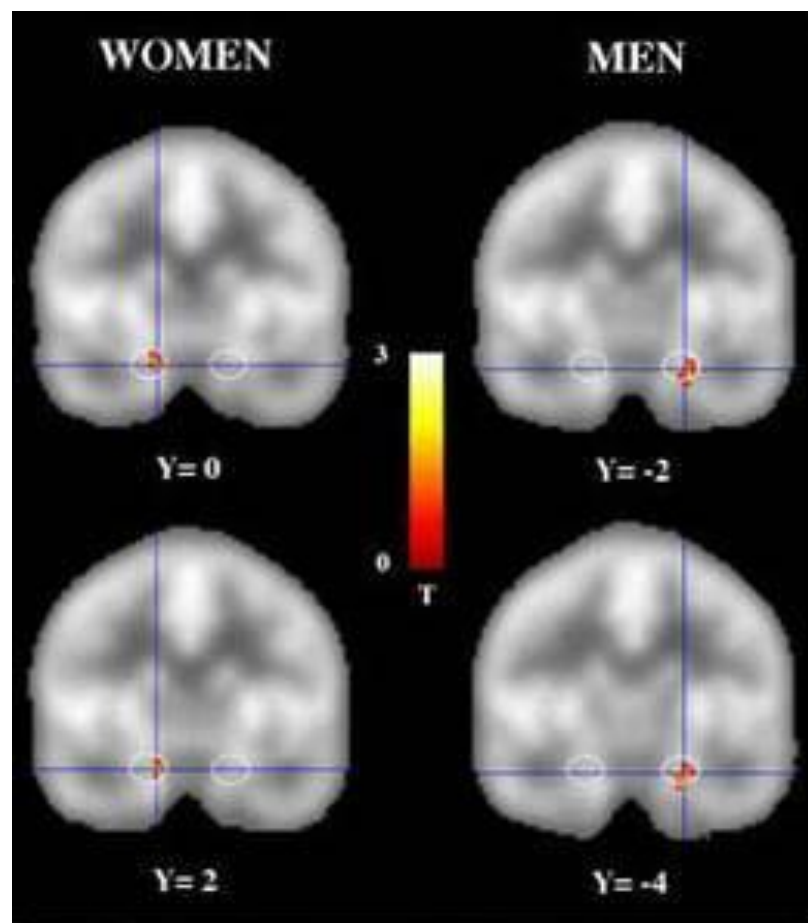
I REMEMBER OUR ANNIVERSARY, SUE. IT'S IN THE WINTER.



Men and women are different!

Mentally

- Brain Chemicals
 - Vasopressin
 - Oxytocin
 - Serotonin
- Spatials
- Verbals



Men and women are different!

- Communication
 - Women talk
 - To resolve problems
 - About feelings
 - To bond
 - To feel good
 - About people
 - Men talk
 - About practical matters
 - About things
 - Sports, jokes, women
 - Men prefer to act.



So I was reading this magazine while I stood in the checkout line at the grocery store - Oh I got that ice cream you like by the way - and there was an interesting article that I didn't have time to completely finish because the man in front of me only had a few items - but one statistic in the article caught my eye - once I found my reading glasses that I thought I'd left in the bank but found in the bottom of my purse I really need to clean and organize my purse - anyway this statistic said that women speak about 20,000 words each day compared to men who speak only about 7,000.



- Men thrive on competing and achieving.

Differences

- Women thrive on harmony and relating.



Complete your session

Differences

- Men talk to give information or report.
- Women talk to collect information or gain rapport.



Helpful info

- Disagreement
 - Women - affects relationship
 - Men – can move to other issues
- Getting things done
 - Women – build relationships
 - Men – relationships form thru working on tasks
- Meetings
 - Women – nod to show attention
 - Men – nod to show agreement

Tips for Females

- Don't communicate when upset
- Get to the point
- Facts not Feelings
- Avoid Gossip
- Concentrate on Problem Solving
- Listen (with intellect not emotion)
- Avoid Power Struggles



Women Can

- Use 'voice male'
 - Use report speak
 - Bottom line first
 - Resist the context
 - Avoid HINT language
 - Use I want/ I need
- Encourage questions



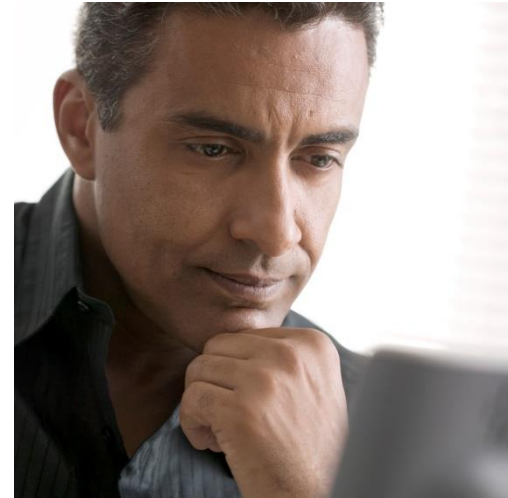
Tips for Males

- Take time to talk
- Learn to listen
- Watch your words
- Criticize carefully
- Pay attention to details



Men Can

- Use voice-female
 - Increase historical detail
 - More background
 - Use ‘rapport speak’
 - More questions
 - Move slowly to the bottom line
- Eye Contact
- Admire her talent, not her attributes
- Non verbal emphasis



Men are from earth.

Women are from earth.

Deal with it !

