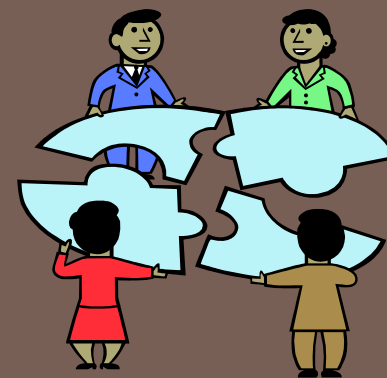


# CULTURAL SENSITIVITY





**“No culture can live if it attempts to be exclusive.”**

~Mahatma Gandhi

# Culture Iceberg

10%



90%



Like an iceberg,  
the part of culture  
that is visible -  
observable behavior  
- is only a small part  
of a much bigger  
whole.

## *Discussion:*

- 1. Which aspects of culture are above and which are below the waterline?*
- 2. How can we better understand those below the waterline?*

# Adjustment Issues

The uprooting trauma

Rural-urban adjustment

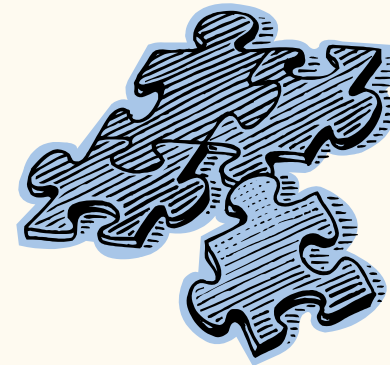
Loss of social support system

Change in economic status

Adjustment to education system

Parenting dilemmas /role reversal

Culture Shock



*Discussion :*

- 1. How do parent–child roles become reversed for immigrants?*
- 2. How does culture shock reveal itself?*

# What is Culture Shock?

Culture Shock is the physical and emotional discomfort one suffers when living in another country.

Most likely everyone will go through some degree of culture shock.

It is a natural process.

*Culture Shock, Oxford Seminars*



# Symptoms of Culture Shock

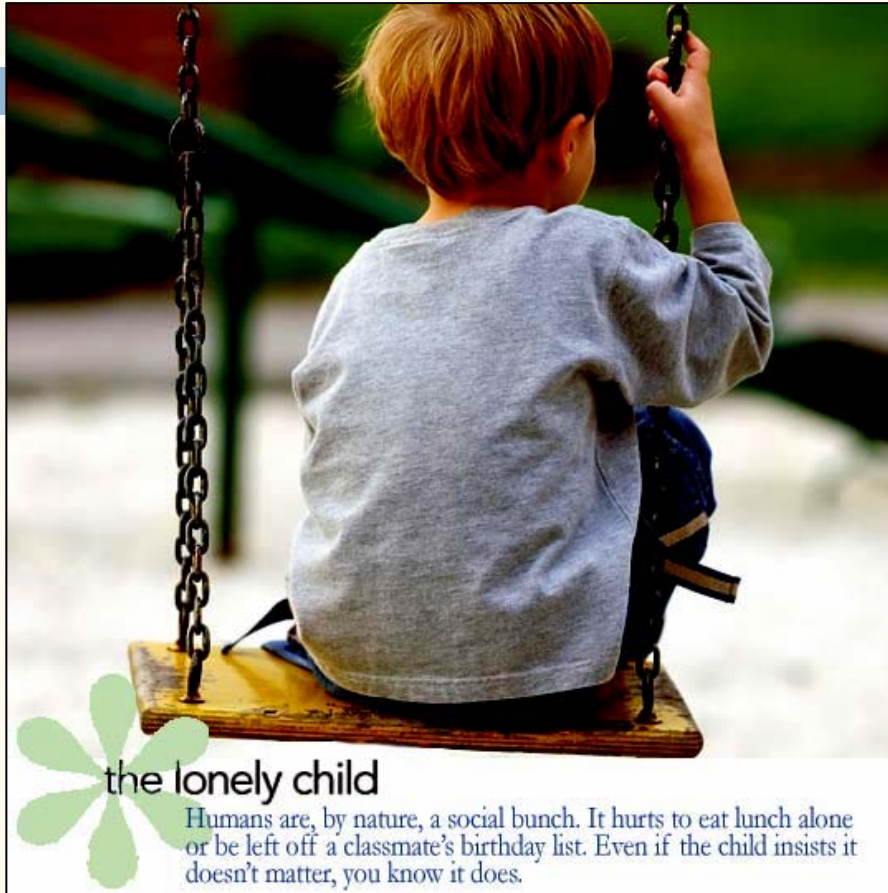
- Homesickness
- Boredom
- Withdrawal (or mixing only with people from one's own culture)
- Sleeping too much
- Feeling irritated with others
- Not being able to work well
- Lack of confidence
- Sadness and loneliness
- Crying for no particular reason

*Adapted from Culture Shock, Oxford Seminars*

# Stages of Culture Shock

1. **The Honeymoon Stage:** *Everything is new and exciting and one feels as though one is on vacation.*
2. **The Hostility Stage:** *One may start to have difficulties adjusting and therefore start to criticize the culture. This may happen when a person is trying to adapt to a new culture. Things are no longer new and exciting.*
3. **The Depression Stage:** *Negative feelings reach a climax and one feels lonely and negative. Boredom sets in and working full-time becomes very difficult. One doesn't want to be involved in the community. The transition between old methods and new ones can take time.*
4. **The Acceptance Stage:** *One realizes the good and the bad about the culture. One starts to become more comfortable and makes friends as the understanding of the new culture begins.*

*The stages present themselves at different times and everyone reacts differently to them. Some stages will be longer than others.*



### the lonely child

Humans are, by nature, a social bunch. It hurts to eat lunch alone or be left off a classmate's birthday list. Even if the child insists it doesn't matter, you know it does.





From a collection of Photos, *Joël Bédard in Malawi*

*Discussion:*

- 1. How can we enhance our understanding of other cultures?*
- 2. How can we improve communication between cultural groups?*
- 3. How can we help new students make friends?*

# 10 Steps to Cultural Sensitivity

1. Take the initiative to make contact.
2. Show respect for other cultures, languages, and traditions.
3. Learn how to pronounce names correctly.
4. Be sensitive to others' feelings regarding their homeland.
5. Speak slowly and clearly.
6. Be yourself.
7. Take time to listen.
8. Don't make promises you won't or can't fulfill.
9. Be genuine with your friendships.
10. Don't allow cultural differences to become the basis for criticism and judgments.

# 10 Tips for Better Communication

1. Use both verbal and nonverbal communication.
2. Cultivate patience and listen attentively.
3. Show interest in learning about other cultures.
4. Avoid stereotypes.
5. Check what you think you heard.
6. Accept silence.
7. Do not make quick judgments.
8. Ask open ended questions.
9. Speak slowly in plain English.
10. Do not ask too many questions.





Questions? Comments?

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