

### Become a Supporter

For more than 25 years the plastics industry has promoted Operation Clean Sweep (OCS), a campaign dedicated to helping every plastic resin handling operation achieve zero pellet, flake and powder loss. The Plastics Industry Association (PLASTICS) and the American Chemistry Council (ACC) invite companies to support OCS and ensure the principles of stewardship are embraced by everyone handling plastics materials.

Learn more **O** 

























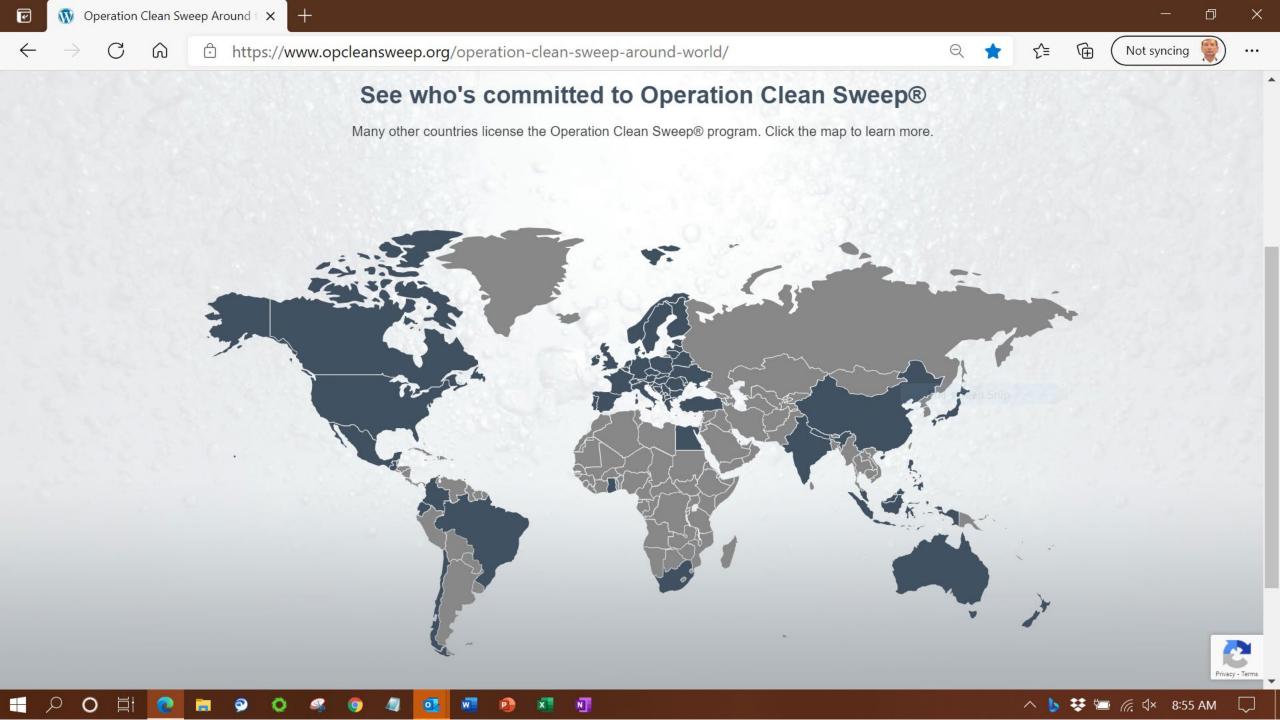












## Culture, Culture, Culture...

"Culture is the pattern of takenfor-granted assumptions about how a given collection of people should think, act, and feel as they go about their daily affairs"

-Joynt & Warner, 1996

Culture is <u>all socially transmitted</u> behavior, arts, architectures, languages, signs, symbols, ideas, beliefs, norms, traditions, rituals, etc. which is learnt and shared in a particular social group of the same nationality, ethnicity, religion, etc.



businesstopia, "Cultural Barriers to Communication," in *Businesstopia*, January 6, 2018, <a href="https://www.businesstopia.net/communication/cultural-barriers-communication">https://www.businesstopia.net/communication/cultural-barriers-communication</a>.



The unique COI® of Berlitz assesses 10 dimensions and 21 sub-dimensions of workplace culture based on questionnaire analysis of individuals' perceptions and preferences in the work environment:

#### Environment

Control Harmony Constraint

#### Time

Single-Focus/ Multi-Focus Fixed / Fluid Past / Present / Future

#### Action

Being / Doing

#### Communication

High Context / Low Context Direct / Indirect Expressive/ Instrumental Formal / Informal

#### Space

Private / Public

#### Power

Hierarchy / Equality

#### Individualism

Individualistic /Collectivistic Universalistic /Particularistic

#### Competitiveness

Competitive /Cooperative

#### Structure

Order / Flexibility

#### Thinking

Deductive / Inductive Linear / Systemic

# Cross-cultural communication is the process of recognizing both differences and similarities among cultural groups in order to effectively engage within a given context.

Causes of Cultural Barriers (Challenge)

Language

Signs and Symbols

Ways to Improve Cross-Cultural Communication (Solution)

Embrace Agility

Be Open-Minded

Facilitate Meaningful Conversation

**Become Aware** 

Religion

Stereotypes and Prejudices

Behavior and Beliefs

Ethnocentrism

Tim Stobierski, "How to Improve Cross-Cultural Communication in the Workplace," November 12, 2019, <a href="https://www.northeastern.edu/graduate/blog/cross-cultural-communication/">https://www.northeastern.edu/graduate/blog/cross-cultural-communication/</a>.