

Activity based on CFA¹ occupational criteria for “Develop your skills to work effectively with people from different countries or diverse cultures”

Work in pairs

The trainer will give you a grid and ask you to examine two performance criteria. Your task is to evaluate your workplace behaviours and decide which of them do/do not meet the criteria. Summarise your findings on the grid.

1. Recognise your own values, beliefs and cultural conventions and how they affect your perceptions and expectations in work situations.
2. Actively seek to understand how your values, beliefs, cultural conventions and language use appear to other people.
3. Base your opinions of people on your own interaction with them rather than on common perception, stereotypes, their accent or their dress.
4. Challenge and adapt your own assumptions about the behaviour of people from different countries or diverse cultures.
5. Challenge any stereotypes, prejudice or racism expressed by other people about yourself or others.
6. Communicate in ways that can be understood by the people from the countries or cultures you are working with.
7. Make enough time and effort and respond flexibly and positively so that your working practice engages and includes people from different countries or diverse cultures.
8. Work in ways that balance other people’s expectations of you with the need to achieve organisational objectives.
9. Deal constructively with situations that you find unclear or confusing with working with people from different countries or diverse cultures and maintain respect for individuals when you are unable to understand or empathise with their views or behaviour.
10. Reflect on the impact of your behaviour and use of language when working with people from different countries or diverse cultures and adapt them to improve results in the future.

¹ The CFA is a non-governmental organisation in the UK which sets national occupational standards.