

Bridging the Cultural Gap in the Language Training Classroom

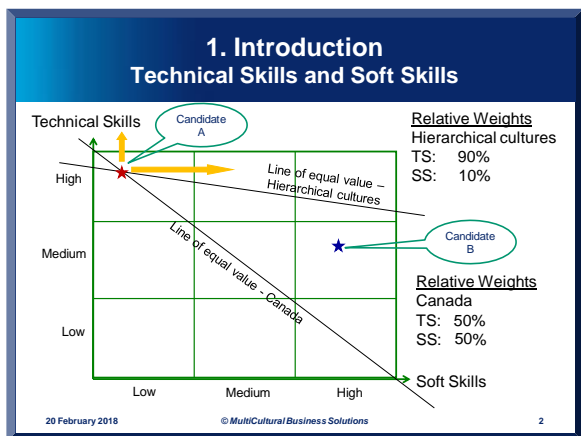
Languages Canada – 20 February 2018





Lionel Laroche, Ph.D., P.Eng. (ON)
lionel@mcbisol.com





1. Introduction Key Messages

- To succeed in Canada, students and immigrants need to learn good soft skills by Canadian standards
- Language courses are the perfect medium for this, since most immigrants know they need to improve their language skills
- You can teach them what good soft skills by Canadian standards look like implicitly

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2. Key Concepts Definition

Culture is the way we do things when nobody tells us what to do



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2. Key Concepts Personality, Culture and Humanity



Individual
Everyone is unique
Must always be considered

Cultural
We are more alike some than others
Focus of this workshop

Universal
We are all alike as human beings
Can be assumed

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2. Key Concepts Generalizations and Stereotypes

Generalizations	Stereotypes
Provide general characteristics based on cultural and social factors	Present a fixed and inflexible image of a group
Recognize individual differences	Ignore individual exceptions
Describe the behaviour neutrally	Are judgemental and negative
Help understand people's behaviour from their perspective	Create issues when they are applied to people you don't know
E.g. I know that time is more flexible in Mexico than in Canada, so I will not interpret the late arrival (by my standards) of my Mexican colleague as disrespectful.	E.g. Mexicans are always late, so I will give my Mexican new hire an appointment 30 minutes before my target to ensure he/she is on time.

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3. Hierarchy
Manager - Employee Relationship

I prefer working for managers who

give me enough freedom
so that I can determine the
best direction for myself

give me clear directions
so that I know what
they want me to do.

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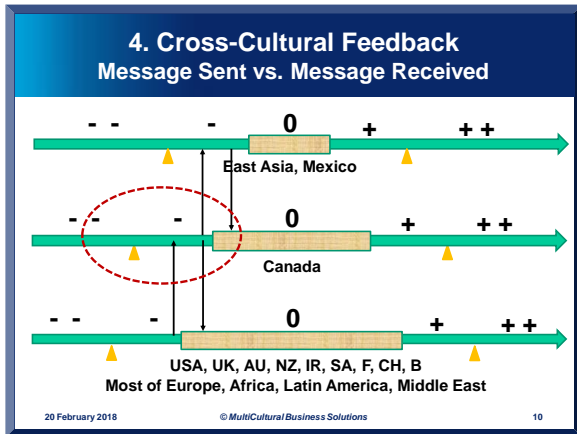
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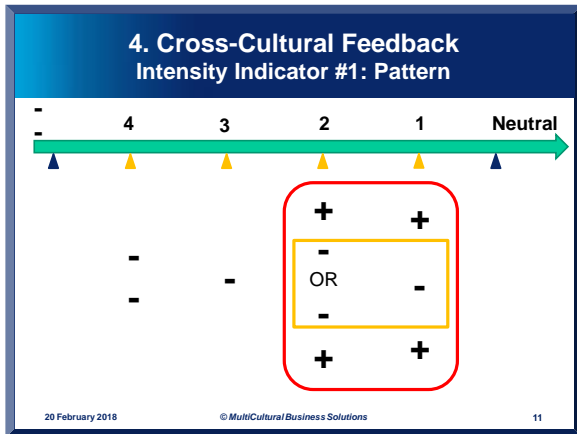
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3. Hierarchy
The Manager

Source: Yang Liu, artist born in China and has lived in Germany since age of 13.

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4. Cross-Cultural Feedback Intensity Indicator #2: Choice of Words

Position	4	3	2	1
Problem				
Error				
Conflict				

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5. Conclusions

Who should adapt to whom?

Newcomers | 80% | 20% | Canadians

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Newcomers need to learn the unwritten rules of Canadian organizations and follow them

Canadians need to explain these rules and give feedback




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5. Conclusions

For More Information

lionel@mcbisol.com
www.mcbisol.com

<https://www.youtube.com/watch?v=qEXekT5MteU&index=1&list=PLAmRYplYAcE5luqM0LQJISyJX80aJgvRs>

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