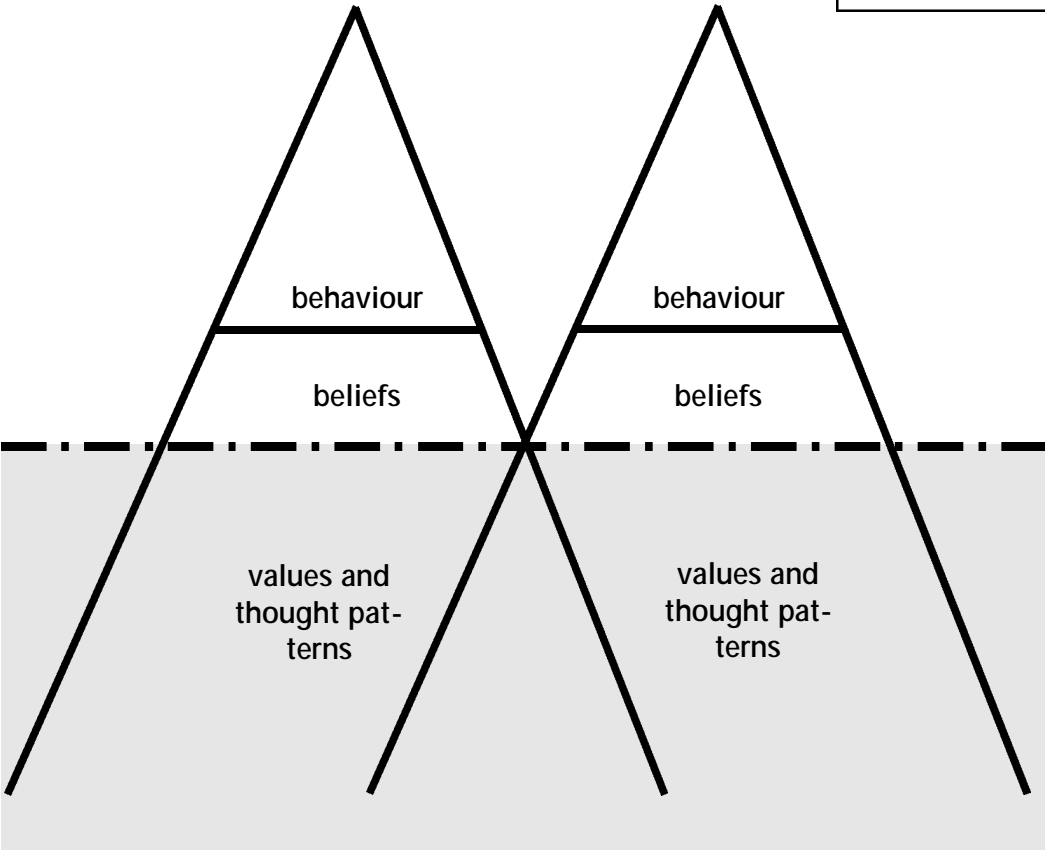


OVERHEAD: THE "ICEBERG ANALOGY OF CULTURE"³

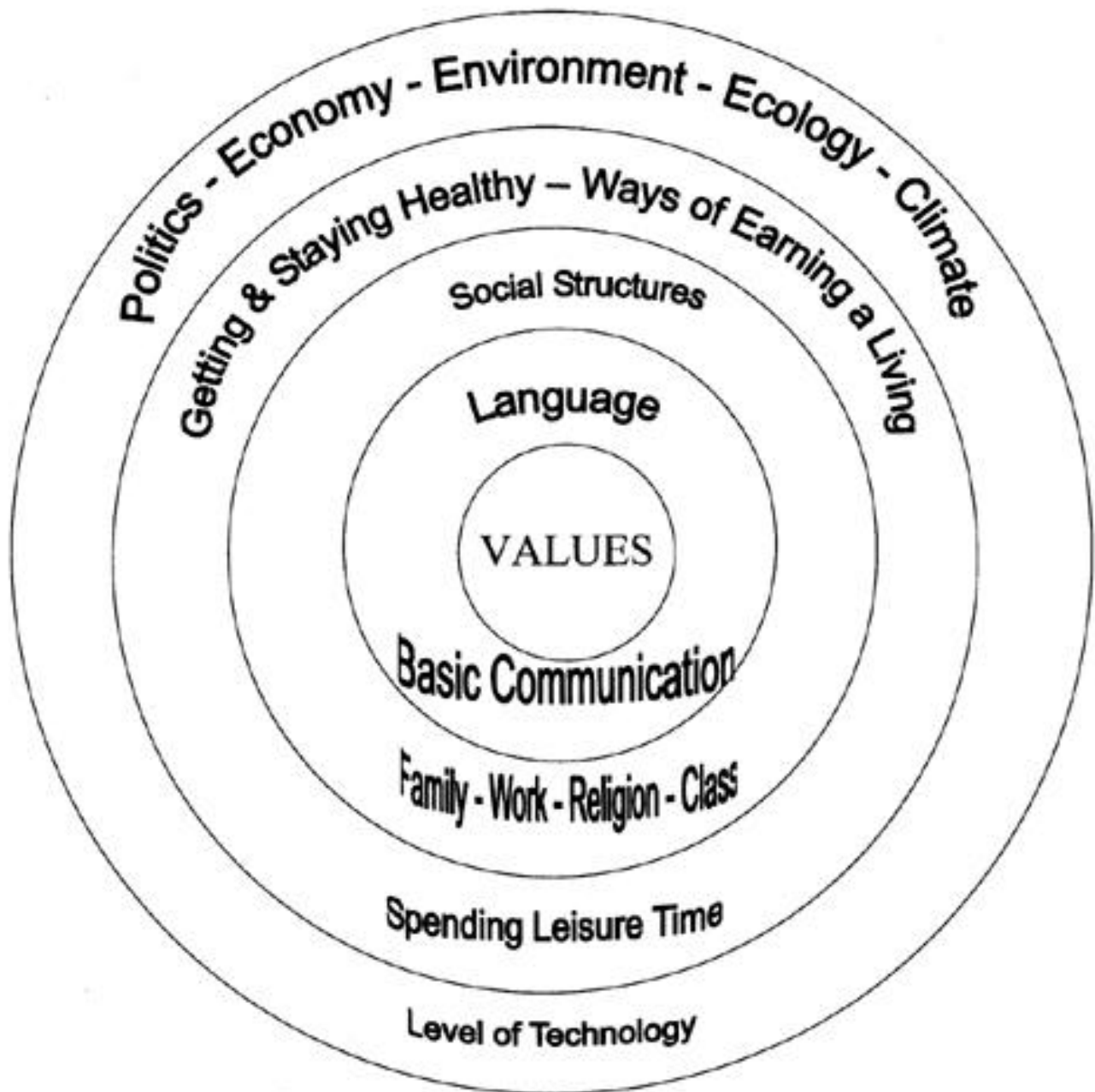
EXTERNAL CULTURE
Explicitly learned
Conscious
Easily changed
Objective knowledge



INTERNAL CULTURE
Implicitly learned
Unconscious
Difficult to change
Subjective knowledge

³From: Paige, Michael R., ed. *Cross Cultural Orientation: New Conceptualization and Applications*. Landham, MD: Gary R. Weaver, 1986, p. 135

**OVERHEAD: CULTURE IS THE
SUM TOTAL OF THE WAY PEOPLE LIVE⁴**



All cultures are alive and changing.
They are not fixed.

OVERHEAD: DIMENSIONS OF CULTURE

Time and Time Consciousness

Sense of Self and Space

Communication and Language

Dress and Appearance

Food and Eating Habits

Relationships

Values and Norms

Beliefs and Attitudes

Mental Processes and Learning

Work Habits and Practices

OVERHEAD: ASPECTS OF CULTURE

- Culture is learned
- Culture is shared
- Culture experiences vary
- Culture changes continuously
- Every exchange with others is intercultural

OVERHEAD: CULTURAL SELF AWARENESS

- RECOGNIZE

- ARTICULATE

- APPRECIATE

OUR OWN CULTURAL IDENTITY AND BACKGROUND.

CULTURAL SELF AWARENESS IS THE
SINGLE MOST IMPORTANT FACTOR
FOR SUCCESSFUL INTERCULTURAL
RELATIONS.

OVERHEAD: FACTORS THAT IMPACT CULTURAL UNDERSTANDING OF SPONSORED REFUGEES

WHAT ARE SOME STEREOTYPES CANADIANS TYPICALLY HAVE OF SPONSORED REFUGEES?

WHY DO PEOPLE CONTINUE TO HOLD SUCH STEREOTYPES?

WHAT DO YOU BELIEVE IS THE IMPACT OF PREJUDICE AND DISCRIMINATION ON SPONSORED REFUGEES?

WHAT ROLE CAN SPONSORS AND REFUGEES PLAY IN ADDRESSING STEREOTYPES, PREJUDICE AND DISCRIMINATION?

OVERHEAD: NINE QUALITIES NEEDED BY REFUGEE SPONSORS ASSISTING REFUGEES THROUGH CULTURAL INTEGRATION⁷

PERSONS SHOULD BE:

1. Approachable

Willing and interested in meeting new people.

2. Curious

Interested in learning more about people and different ways of life.

3. Positive

Expecting that one can succeed in living and working with others.

4. Forthright

Able to act and speak out readily in a polite way.

5. Socially Open

Inclined to interact with people regardless of their differences.

6. Enterprising

Tending to approach tasks and activities in new and creative ways.

7. Open-Minded

Tolerant of differences and ambiguity.

8. Sensitive

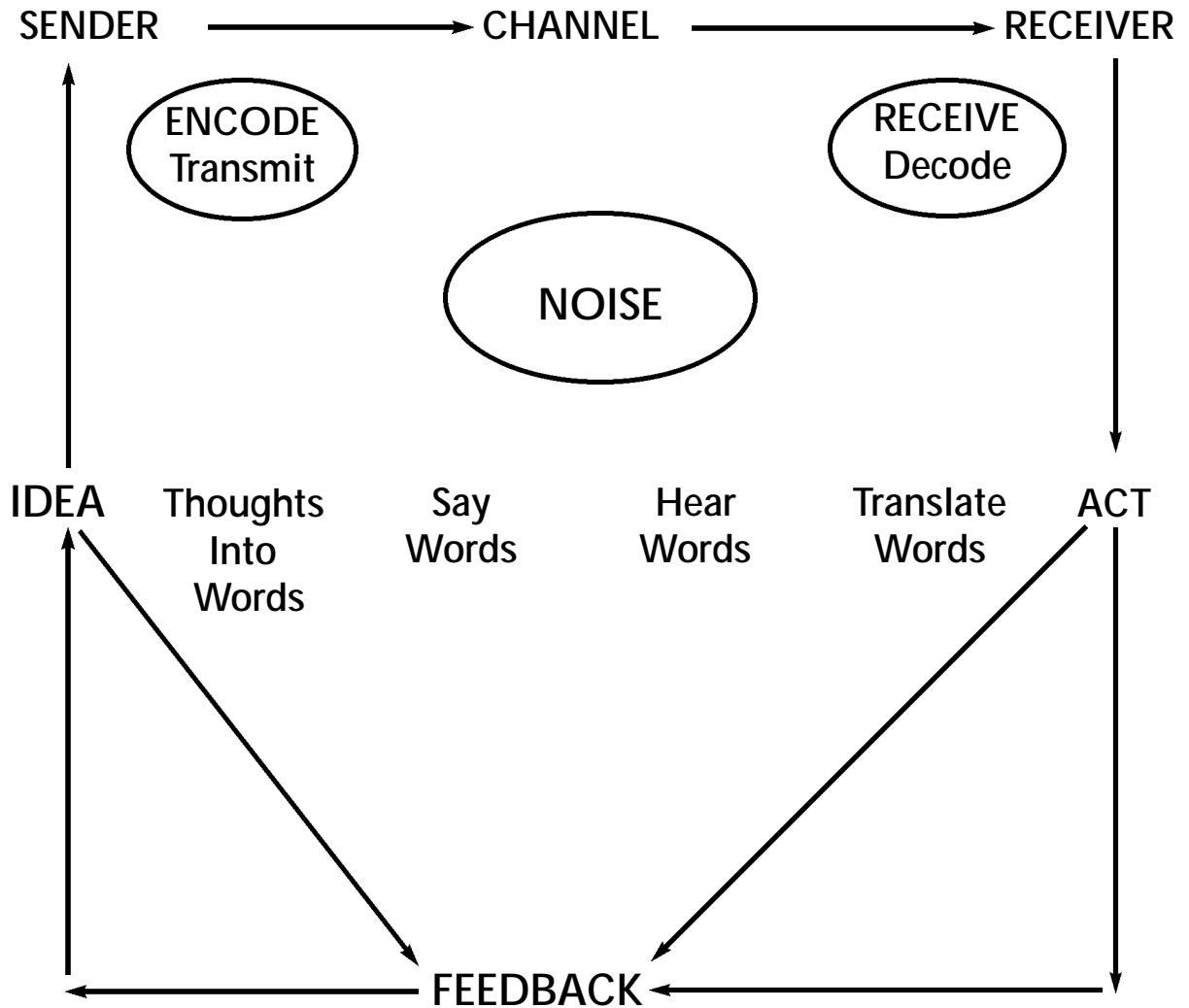
Show respect and awareness of the importance of politeness and the willingness to treat others in ways that make them feel valued.

9. Persevering

Tend to remain in a situation and feel positive about it even in the face of some difficulties.

⁷ Adapted from International Education, Red River Community College

OVERHEAD: THE COMMUNICATION PROCESS



OVERHEAD: THE LADDER OF INFERENCE

I TAKE ACTIONS BASED ON MY BELIEFS

I ADOPT BELIEFS ABOUT THE SITUATION
BASED ON MY ASSUMPTIONS

I DRAW CONCLUSIONS

I MAKE ASSUMPTIONS BASED
ON THE MEANINGS I ADDED

I SELECT DATA FROM WHAT I OBSERVE

OBSERVABLE DATA AND EXPERIENCES
(AS A VIDEOTAPE MIGHT CAPTURE IT)

OVERHEAD: ACTIVE LISTENING⁹

| STATEMENT | PURPOSE | TO DO THIS... | EXAMPLES |
|--------------------|--|--|---|
| Encouraging | <ul style="list-style-type: none"> • to convey interest • to encourage the other person to keep talking | <ul style="list-style-type: none"> ...don't agree or disagree ...use neutral words ...use varying voice intonations | "Can you tell me more about..." |
| Clarifying | <ul style="list-style-type: none"> • to help clarify what is said • to get more information • to help the listener understand the other's point of view | <ul style="list-style-type: none"> ...ask questions ...check out assumptions ...check out word interpretation | "What does respect mean for you?" |
| Restating | <ul style="list-style-type: none"> • to show that you are listening and understanding what is being said • to check your meaning and interpretation | <ul style="list-style-type: none"> ...restate the basic ideas and facts | "So, you would like your parents to trust you more, is that right?" |
| Reflecting | <ul style="list-style-type: none"> • to show that you understand what is being said • to check your meaning and interpretation | <ul style="list-style-type: none"> ...reflect the speaker's basic feelings | "You seem upset." |
| Summarising | <ul style="list-style-type: none"> • to review progress • to pull together important ideas and facts • to establish a basis for further discussion | <ul style="list-style-type: none"> ...restate major ideas expressed, including feelings | "These seem to be the key ideas you've expressed..." |
| Validating | <ul style="list-style-type: none"> • to acknowledge the worthiness of the other person | <ul style="list-style-type: none"> ...acknowledge the values of their issues and feelings ...show appreciation for their efforts and actions | "I appreciate your willingness to resolve this matter." |

⁹ Excerpted from *The Community Boards Program, Inc.* San Francisco CA. 1987.