

## Cross-Cultural Sensitivity

### **Culture**

Culture is the way of life that is shared by the members of a society.

### **Ethnocentrism**

Ethnocentrism is the tendency to view one's own group and ways of doing things as normal and the standard by which to judge others.

<b>American Values</b>	<b>Non-Western Values</b>
nuclear family	extended family
individualism	group most important
written language	legends and stories
social mobility	no career changes or "getting ahead"
technology	relationships
progress and change	family and stability
time efficiency	change is resisted
romantic love	arranged marriages
democracy	socialism, communism, dictatorship
free market	business is cooperative—strategic alliances
youth	age and wisdom
directness	indirectness—use of go-betweens
worth in terms of achievements	people more important than production
competition	equality
secularization and pluralism	religion and culture may be one
entertainment is bought	conversation is entertainment
reasoning in terms of probability	reasoning in terms of known
distrust of authority	submission to authority
privacy	socialization
personal problem solving	corporate problem solving
goal orientation and control over future	fate has predetermined the future

## **Culture Shock**

Culture shock is the negative feelings experienced while adjusting to life in a culture different from one's own. The "shock" can also refer to the accumulation of these feelings until one feels overwhelmed.

### **Two surprises:**

- ◆ Initially, new culture seems the same.
- ◆ Later, new culture seems so different.

### **Signs of Culture Shock:**

- ◆ strain
- ◆ sickness
- ◆ sense of loss; feelings of deprivation
- ◆ overeating or not eating
- ◆ sleeplessness or sleeping all the time
- ◆ rejection
- ◆ withdrawal
- ◆ feelings of discrimination
- ◆ confusion
- ◆ frustration
- ◆ anger
- ◆ surprise, anxiety, disgust, indignation
- ◆ powerlessness

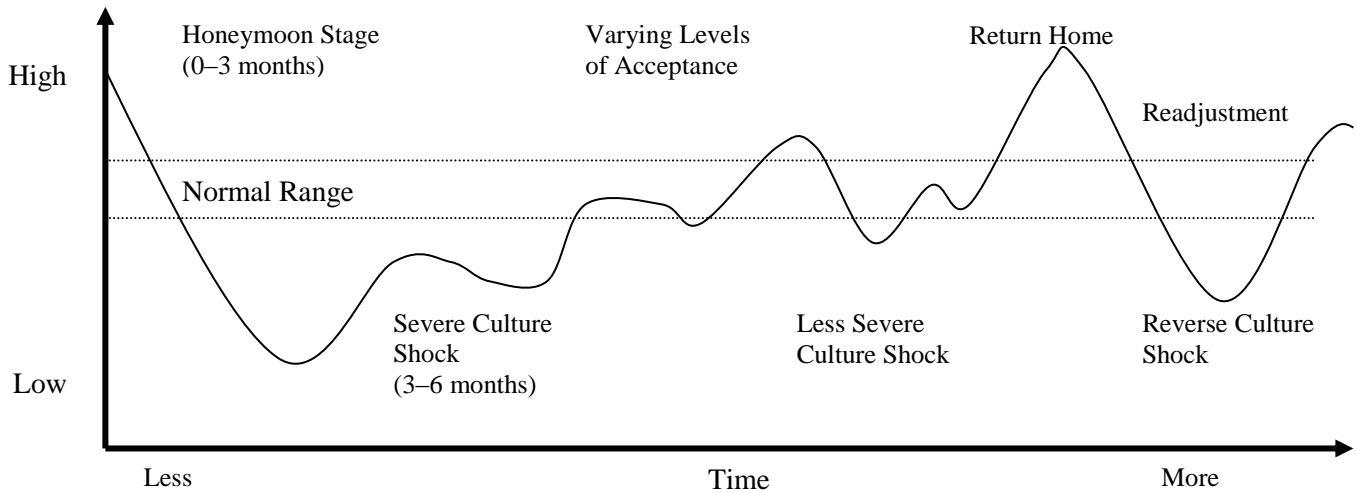
### **Two solutions:**

- ◆ Time
- ◆ Do something—break the routine

**This is a critical time for the Friendship Partner relationship! Your student needs your understanding and patient help.**

## Stages of Culture Shock:

- ◆ Honeymoon
- ◆ Doubt and Reservation
- ◆ Disillusionment and Despair
- ◆ Withdrawal
- ◆ Adjustment and Acceptance



## Reverse Culture Shock

Most students will experience reverse culture shock upon their return home. Get *Think Home* from ISI to help your student prepare for his or her return.

## Areas of Non-verbal Communication:

70% of our communication is non-verbal!

- ◆ Body language
- ◆ Eye movement and position
- ◆ Feelings about touch
- ◆ Use of personal space
- ◆ Formality and informality
- ◆ Time perception

## Our Goal

Value the person! Be sensitive to who he or she is, all the changes he or she is facing, and appropriately share Christ's love in a way that the student senses love as our goal.