ACTIVITY 5.6 | Cross-Cultural Hooks

Put a check by any of the cross-cultural hooks that could result in frustration or negative interactions between you and another individual. Then, next to any you've checked, jot down your reaction when you encounter this hook.

_____ Speaking in a language other than English.

_____ Bringing whole family/children to appointments.

_____ Refusal to shake hands with women.

_____ No nonverbal feedback (lack of facial expression).

_____ No eye contact.

_____ Soft, "dead fish" handshake.

_____ Standing too close when talking.

_____ Heavy accent or limited English facility.

_____ Coming late to appointments.

_____ Withholding or not volunteering necessary information.

_____ Not taking initiative to ask questions.

_____ Calling/not calling you by your first name.

_____ Emphasizing formal titles in addressing people.

_____ Discounting or refusing to deal with women.

_____ Other: _____

What aspects of cultural programming might be at the root of this behavior?

© 2010 by Lee Gardenswartz and Anita Rowe. All rights reserved.