

Working through Language, Time, and Cultural Differences



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Working through Language Differences

- Use Clear Communication
- Prepare for Phone Calls
- As a Co-Worker:
Find the Best Way to Communicate
- As a Manager:
Organize your conversations

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Working through Language Differences

Use Clear Communication

- Use simple statements
- Complete one topic at a time
- Ask the other person to summarize
- Communicate as often as possible with the other person

Working through Language Differences

Prepare for Phone Calls

1. Create and send an agenda before calling.
2. Allow time between sending the agenda and holding the meeting. This allows the other person to be prepared as well.
3. Follow your agenda. Organize your thoughts before calling.
4. Provide time for the other person to ask questions. Seek out questions.

Working through Language Differences

As a Co-Worker: Find the Best Way to Communicate

- Build a relationship with all your co-workers
- Use the phone, instant messenger, and email to find the best method to build a rapport with your co-workers
- Share your work as a way to clarify communications
- Choose the most direct language in all forms of communication

Working through Language Differences

As a Manager: Organize your conversations

1. Assign one task at a time
2. Discuss each task completely before shifting the conversation
3. Clarify what constitutes the completion of a task
4. Ensure your phone conversations and emails are consistent



Working with People in Different Time Zones

- Plan Meetings
- Prepare for Phone Calls
- As a Co-Worker:
Find Ways to Connect
- As a Manager:
Use Time to Your Advantage

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Working with People in Different Time Zones

Plan Meetings

When working with multiple time zones:

1. Schedule meetings in advance
2. Calculate the meeting time for each person
3. Schedule meeting times with consideration
4. Calculate the meeting time for each time zone or each participant as part of the meeting invitation

Working with People in Different Time Zones

Prepare for Phone Calls

When calling out of the country:

1. Check the country code before the call
2. Check your access and authority to place the call
3. Check the preferred method to place out of country calls
4. Consider placing a test phone call

Working with People in Different Time Zones

As a Co-Worker: Find Ways to Connect

- Use Instant Messenger to communicate with overseas resources during their prime business hours
- Share work items, such as samples and previous work items in coordination with your manager
- Ask for feedback when sharing work items
- Use technology to share desktops to clarify communications

Working with People in Different Time Zones

As a Manager: Use Time to Your Advantage

- Align resources in different time zones to:
 - o Execute regression testing
 - o Retest defects
- Request a status update at the end of their day and before the start of your day.
- Rotate the inconvenience of meeting times for everyone.

Working with Cultural Differences

- Discover cultural differences
- Learn cultural etiquette
- As a Co-Worker:
Embrace Diversity
- As a Manager:
Encourage Diversity

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Working with Cultural Differences

Discover cultural differences

- Be open to finding cultural differences
- Research cultural information through the Internet
- Consider attending cross cultural training
- Honor the differences you find

Working with Cultural Differences

Learn cultural etiquette.

Learn cultural etiquette in relation to:

- Food & Fasting
- Religious holidays & daily prayer times
- Exchanging business cards
- Appropriate clothing
- Appropriate humor

Working with Cultural Differences

As a Co-Worker: Embrace Diversity

- Be interested in other cultures
- Find ways to learn about other cultures
- Do not participate or encourage offensive humor
- Respect your co-workers

Working with Cultural Differences

As a Manager: Encourage Diversity

- Hire a diverse workforce
- Foster an open environment
- Understand true diversity includes more than different cultures
- Become more culturally aware yourself

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Thank You

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