Tatyana Fertelmeyster, MA, LCPC, founder and principal of Connecting Differences: Consulting, Training, Facilitation, and Coaching is a nationally and internationally recognized expert in Intercultural Communication, Diversity and Inclusion. Tatyana specializes in assisting leaders and teams in navigating complex intercultural, interpersonal, and intrapersonal processes. Her unique technique of Spontaneous Facilitation allows her to work with individuals and groups with maximum concentration on the reality of the present moment. She leads her clients in arriving at deeper levels of insight and the development of practical and sustainable skills.

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What Exactly Does That Mean?

Can I tolerate myself (my anxiety, my fear, my uncertainty, my anger, my excitement, my guilt, my boredom, my annoyance, my shame, my pride, my...) long enough to engage with you across our differences?
Developmental Model
Intercultural Sensitivity

Milton J. Bennett, Ph.D.

Intercultural Sensitivity and Unconscious Bias

Conscious Incompetence
“I know that I don’t know”

Conscious Competence
“I know that I need practice”

Unconscious Incompetence
“I don’t know that I don’t know”

Unconscious Competence
“I know what I know ... and I’m taking action”

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A 65-year-old man lives in a crowded downtown neighborhood yet feels isolated and alone. He feels that people are cold and unfriendly.

A Korean woman delivers her baby in a New York Hospital; all aspects of the delivery are normal. The woman soon becomes depressed as well as feeling angry and resentful toward the hospital staff.

- Interpersonal: 1 2 3 4 5 6 7 8 9 10
- Intercultural: 1 2 3 4 5 6 7 8 9 10
- Psychopathological: 1 2 3 4 5 6 7 8 9 10

Challenges of Interacting across Cultures and Differences

Event (Words, Actions, etc.)

Assumptions

Reaction

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Culture is...

...the set of values, assumptions, and beliefs which are learned and shared by a specific group of people, resulting in characteristic behaviors and practices.

What is Culture

- Behaviors
- Traditions
- Language
- Nonverbal Communication
  - Values
  - Beliefs
  - Norms
  - Symbolic Meanings

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Intent and Impact

The Spirit Catches You and You Fall Down
A Hmong Child, Her American Doctors, and the Collision of Two Cultures
ANNE FADIMAN

Common sense is not so common
- Voltaire

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Relationships and Trust

“We cannot not communicate”

Paul Watzlawik

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Intercultural Communication

Communication

Cross-cultural (Mis)communication

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Languages We Speak

- Linguistic structure
- Mother tongue vs. foreign language
- Language and culture
- Words and their meaning

Language and Emotions

Robert Plutchik’s Wheel of Emotions

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## Communication Styles

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## Listening

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Conflict

Conflict Style

The model is developed by Dr. Mitchell Hammer

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Let Us Try!

"Between what I am thinking, what I want to say, what I believe I say, what I say, what you expect to hear, what you believe you hear, what you are hearing, what you expect to understand, and what you understand there are ten opportunities for having difficulties to communicate. Even so, try!"

(From Bernard Werber, who attributes it to Edmond Wells)

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