

# Cultural Curiosity Builds Competence

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# The Complexity of Communication

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Was my message received as I intended?

'good to see you'

2

What I hear in the message as influenced by our relationship and my cultural understanding



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# The Meaning of Words

By Family Culture

By Primary Language

By Region

By Professional Service

And more . . .

Misunderstanding it to expected and forgiven

# What is Dominant Culture

- Dominant culture is the position of influence to control social structure such as education, politics, language spoken, rituals practices, etc.
- Dominant culture can change over time
- All of us participate inside the dominant culture and outside of the dominant culture influence
- The goal is to successfully move in and out of personal/ family culture and dominant culture

# Cultural Curiosity Begins with Listening From a Place of Wanting to Understand

# Respectful Listening

Listen without assumptions

Listen from the perspective of the other

Listen from a place of learning

Listen without correcting the speaker

Listen for feedback that increased your cultural knowledge

**Once you start speaking you stop listening**

# Moving Toward Collaboration



- Only you can be responsible for your communication style
- How can you, as an organizational representative, seek to improve communication to better support the family's culture?
- How can family members seek to better communicate their personal cultural needs, in a way that can be heard?
- How can I, promote self-understanding and express non-judgmental curiosity, both important to learning the true nature of each person's culture?

## Sharing Responsibility

Building Cultural  
Curiosity Starts Within





**Being Culturally Curious:**  
always seeking to uncover that  
which I do not fully understand  
about the other's world view

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Changing the world  
One relationship at a time



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