Read on / watch on

Germany / Austria / Australia

Malaysia / Singapore / Australia

Lifeswap Episode 6 - Just Sharon

Ah New Zealand. The land where "mister" and "missus" are all but obsolete terms. Episode 6 investigates Kiwi squeamishness with formality and Jörg gives some advice on German supermarket check-out protocol... If you haven't already, follow our YouTube channel: youtube.com/lifeswap Like our ...

Vimeo

The Culture Factor Group

Sign-in required

Theculturefactor

Lifeswap Episode 9 - She'll Be Right

On his way back from Germany, Jörg pays Duncan's Aussie Aunty Cheryl a flying visit and Duncan teaches him that, though the term "New Zealand" is often understood around the world to be a synonym for "Australia", there are some key personality differences you need to be aware of.

Youtube

The Culture Factor Group

Sign-in required

Theculturefactor

Lifeswap Episode 2 - The Tea Towel Stinks

In episode two, Jörg learns how to beat around the bush Kiwi style, while Duncan is starting to appreciate the time saved by monosyllabic, German directness. If you haven't already, follow our YouTube channel: youtube.com/lifeswap Like our Facebook page: https://www.facebook.com/

Vimeo

Prep work

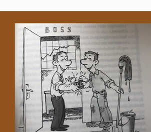
Discuss this cv.

Joseph Kenneth Hunt is called "Ken" partly because his father is called Joe. Had Ken been called Joe, he'd have been nicknamed "Little Joey" (which is a baby roo).
In fact it turns out that his father's name is not Joe but Percy - Percy Joseph Kelly Hunt - and he was called Joe because his real name would also have made his younger days intolerable. It further transpires that Kelly is not the family name. Joe's father was press-ganged by the Royal Navy, jumped ship in Portsmouth and assumed the name Kelly.
Ken has led a varied life. He managed a dodgem track, picked fruit, spent time as a messenger boy, a painter, an accountant and a business consultant, and also owned a general store.
A rover at heart, he has travelled widely in Europe, Canada, America, China, Russia, Asia and big-time islands like Jersey, Guernsey, the Isle of Man, Grand Cayman and the Bahamas. He claims the fact that the latter are all tax havens has made no difference whatsoever to his appreciation of them.

Citation by one of the author's of this book

cv in Australian

Discuss this image and take notes.



How does it relate to your own culture?

Friendly to everybody, regardless of the position; flat hierarchy

Equality

after work beer is ok

...is it (non-alcoholic) beer in the cans?

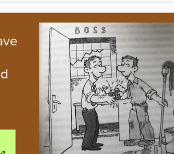
Be humble

Profession + titles don't matter

Friday afternoon

Image taken from page 131:

Looking at the image again, inhowfar have you discussed the following topics? Which ones were missing and you would like to remember?



pragmatism

surnames in business communication

"nice guy" in business

egalitarianism

attention to detail

(academic) titles

planning

small talk

process

quality

relaxed behaviour

solutions vs. problems

She'll be right (optimism)

formal versus personal behaviour

status symbols

How long do decisions take?

Hierarchies in Australia

Western Australians: "sand-gropers".

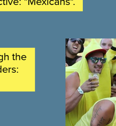
Queensland: "banana benders".

People from New South Wales, seen from Queenslander's perspective: "Mexicans".

There is a class system, but this is based on character, not so much the family tree, income or to what school you went.

Aussie attitude: If you inherit a fortune, you're lucky. If you're making a fortune, you're a fraudster. If you're winning a fortune, you're a hero.

Tasmanians through the lens of main islanders: "Taswegians".



Slang: What Aussies call other Aussies - Australian Geographic

From Cornstalks to Banana-benders, Aussies even have lingo for each other. AUSSIES LOVE TO NOSH up a barbie, gander at some footy, and tell you that Acca Dacca are fair-dinkum bonza. They also love their slang. A little-known fact, however, is that Aussies even have lingo for each other... It was

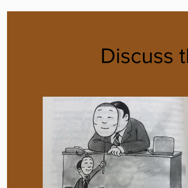
Australiangeographic

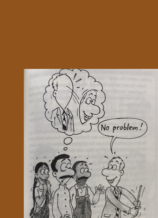
Exceptions:
Melbourne: "To which school did you go?"
Sydney: "In which suburb do you live?"
Adelaide: "Are you a OAF" - from an Old Adelaide Family?

Always first name in official letters and job applications. Why else has somebody made the effort to give you a first name? If that's a problem for you, that probably has something to do with you, and then wait until you receive your nickname.

Hierarchies in Australia

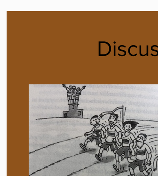
Discuss the two images in Australian context





Images from the following book

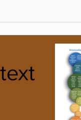
Discuss the two images in Australian context



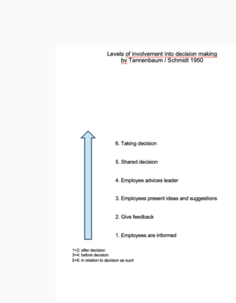
Not taking anybody down; supporting each other

sport is important for everybody

mateship



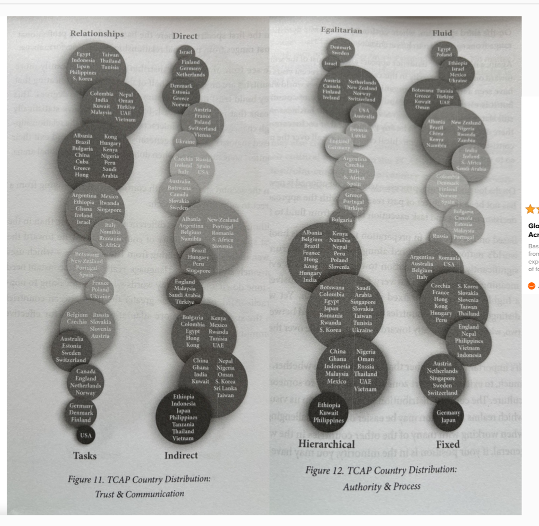
Images from the following book



The Culture Map: Breaking Through the Invisible Boundaries of Global Business

When it comes to communication styles, Americans precede anything negative with three nice comments; French, Dutch, Israelis, and Germans get straight to the point; Latin Americans and Asians are steeped in hierarchy; Scandinavians think the best boss is just one of the crowd. It's no

Amzn



Global Cultural Interplay: Elevating the Art of Business Success Across Cultures

Based on comprehensive research, including gathering and analyzing input from 48 intercultural experts and her own personal and professional experience, introduces Osnat Lautman's innovative TCAP Model consisting of four spectrums that form the foundation of an informed global mindset

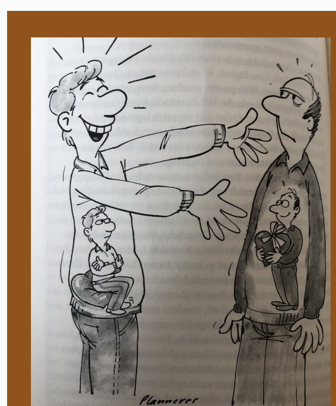
Amzn

While watching this video, write down in sticky notes anything you find worth capturing.

Stella Ting-Toomey on Face-Negotiation Theory

Interview conducted by Em Griffin, author of A First Look at Communication Theory. Find more resources on this and other communication theories at www.afirst...

Youtube



At a barbecue, Aron and Jens meet for the first time. They immediately get into conversation. At the end of the party, Aron says: "I'll call you!" Two weeks later, Jens angrily calls Aron because he still hasn't been in touch.

- Important: The friendly behaviour shown at the beginning does not necessarily mean closeness or friendship. It simply means friendliness, and may later turn out to be nothing more than a short-lived acquaintance. *"I'll call you"* is not a promise, but – similar to certain vague invitations – merely an expression of goodwill. The famous phrase *"How are you?"* is not a real question about how you are doing, but simply a greeting. After all, you also don't start praying when someone in southern Germany greets you with *"Grüß Gott."*

Enjoy the attention you receive as a newcomer, but don't mistake it for friendship.
Caution: Bringing up political topics in small talk is taboo! In fact, in small talk you should avoid anything that risks disturbing the pleasant atmosphere.
(From the book listed below, pp. 144–145)

Discuss the situatio

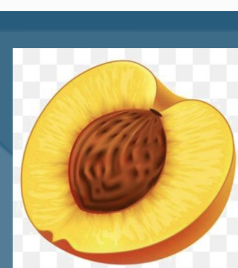
Beruflich in Babylon: Das interkulturelle Einmaleins weltweit

Beruflich in Babylon: Das interkulturelle Einmaleins weltweit | Schroll-Machl, Sylvia, Thomas, Alexander | ISBN 9783525491191 | Kostenloser Versand für alle Bücher mit Versand und Verkauf duch

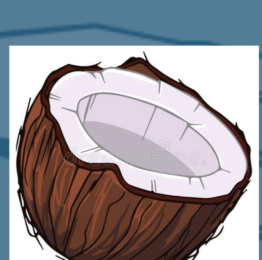
Amzn

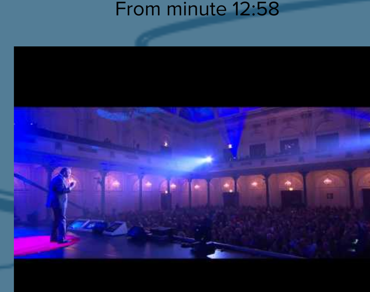
Peaches and coconuts

Are you rather a peach or a coconut?



From minute 12:58





Riding the waves of culture: Fons Trompenaars at TEDxAmsterdam

Produced by: http://www.fellermedia.com Camera & Crew: http://www.hoens.tv Why do we have so many crises? Fons Trompenaars uses his knowledge and experience o...

Youtube

Which cultures do you know are peaches and which ones coconuts? What about Australia?

One Reason Cross-Cultural Small Talk Is So Tricky

It was my first dinner party in France and I was chatting with a Parisian couple. All was well until I asked what I thought was a perfectly innocent question: "How did the two of you meet?" My husband Eric (who is French) shot me a look of horror. When we got home he explained: "We don't ask that

Hbr

Coconut
- Reserved, needs time to warm up with strangers
- Private and public life are strictly separated
- Social distance determined by profession, social role and status (Sie)
- Close, very intimate sharing of experiences with friends

Peach
- Extroverted with strangers
- Open and curious
- Makes —friends||quickly
- Talks openly in public
- Private and public topics and behaviour are interwoven (profession, family, free time)

Source: Heather Robinson of http://www.culturaldetective.com/

Coconut thinks peach is

Negative stereotype	Positive stereotype
Superficial	Informal
Childish	Open
Not to be taken seriously	Friendly
Slippery	Enthusiastic
Uncommited	Flexible
Blah, blah, blah	Humorous

Peach thinks coconut is

Negative stereotype	Positive stereotype
Overly reserved	Reliable
Stiff	Clear
Pompous	Trustworthy
Harsh	Orderly
Unfriendly	Honest
Aggressive	Punctual

Peaches effective with coconuts:
Active
Do your homework
Present only the facts – no opinion or personal stories
Present in a logical sequence
Offer as many empirical measures as possible
State your case dispassionately
Stop talking when you have presented your case
Give them time to think before asking for a response
Passive
Don't take criticism personally
Coconuts effective with peaches:
Active
Start softly, e.g., ask them how they are, what they did on the weekend, etc.
Acknowledge them/compliment them on s omething you sincerely appreciate about them
Tell them who is effected by the issue and how tell them how you feel about the issue
Look at them
Smile
Passive
Let them talk

bad listener

conservative / traditional

unreliable

well structured

don't share / too private

orderly

woke

independent

old-fashioned

pedantic

good listener

rigid

nature lover

minimalistic

opportunistic / fickle

punctual

relaxed

talkative

egoistic

group oriented

flexible

freedom loving

cautious

manipulative

spontaneous

chaotic

dependent

inflexible

progressive

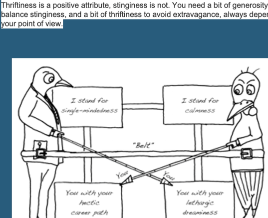
fearful

lazy

Quelle: https://www.schulz-von-thun.de/die-modelle/das-werte-und-entwicklungsquadrat

Drawing see page 186 in the book to the right.

Friedemann Schulz von Thun's Value and Development Square is a communication model. The premise is that every value (every virtue, every leading principle, every human attribute) has a constructive effect only in connection with a positive contrasting value, a "sister-virtue". Without this balance, a value is easily devalued to an exaggeration of itself.
Thriftiness is a positive attribute, stinginess is not. You need a bit of generosity to balance stinginess, and a bit of thriftiness to avoid extravagance, always depending on your point of view.



New Zealand - My Adopted Home: A cross-cultural trainer's personal portrayal of New Zealand and Germany - and what it's like to live between two worlds.

For a long time she was there, never here, until she discovered New Zealand. Of course, seafaring discoverers found it first. Nevertheless, author Silke Noll eventually discovered the far ends of the Earth for herself. A certified cross-cultural trainer, author and New

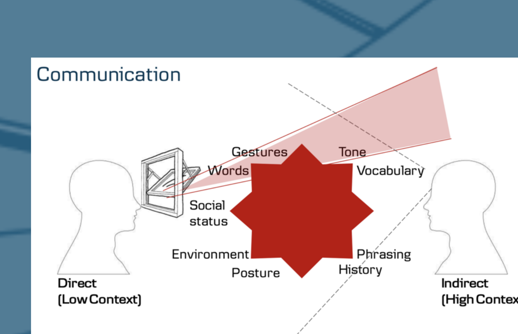
Amzn

Find corresponding values

Negative counter value

Based on everything you have seen, read, and heard so far, would you describe Australians as low-context or high-context? And how do they compare with Germans and Austrians? Discuss this with your partner and write down your insights on the tickets below.

Context: Facial expression, surroundings, emotions, intonation, age, status of the person



Context

ROSE COLLEGE
SPRACHEN & TRAINING