

The man
who rolls up
his sleeves
seldom loses
his shirt.

*Thomas
Cowan*

A MULTICULTURAL LEADER

What the world look like if we could shrink the earth's population to a village of 100 people, but keep existing human ratios the same:

- 57 Asians
- 21 Europeans
- 14 North and South Americans
- 8 Africans
- 70 of the 100 would be people of color
- 30 of the 100 would be Christian
- 50% of the world's wealth would be in the hand of only 6 Americans
- 70 would be unable to read
- 50 would suffer from malnutrition
- 80 would live in substandard housing
- only 1 person would have a college degree

Improving Your Multicultural Communication Skills

- Don't tell or listen to ethnic jokes, use sexualized expressions, give stereotyped job assignments, scold in public, or use inappropriate touching.
- Express your attitude and language in terms of "we're all in the same boat here." This builds trust and partnerships which contribute to a healthier community or workplace.
- Make a conscious effort to learn and get to know different cultural styles and values to better understand and appreciate individual and group differences.
- Remember that our best intentions may be undermined by old or even unconscious assumptions. Notice yourself and others in these assumptions. Stop and think about them and how the situation could have been communicated more clearly.
- Seek out, rather than avoid, new communication challenges. This sets the stage for trust, cooperation, and heightened productivity.
- Expect intercultural misunderstandings to occur. Use those situations to gain understanding, test for understanding if you're unsure. Take responsibility for solutions, don't just let it slide or blame the other party.
- Notice who is being asked for input, who is being asked to meetings. Are all view points represented? Invite others yourself if this is not being done.
- Be wary of generalizations about individuals just because they belong to a particular culture. There are many individual differences within groups.
- Listen and act on the content of a person's words and deeds, rather than assumed motives. And don't be distracted by style, tone, accent, grammar or personal appearance. Focus on content.
- Become more aware of non-verbal messages. They are stronger than what is being said verbally. (Putdown glances can destroy cooperation and can cause retaliation.)

Office of
Student Life
and
Leadership

330 Student
Center
404.413.1580
[www2.gsu.edu/
leadership](http://www2.gsu.edu/leadership)