

## WORKING CROSS-CULTURALLY

1. Be tolerant of difference: assume any behaviour that seems odd, rude, 'inappropriate' may have a cultural explanation so check that possibility, before responding, if possible
2. Allocate a 'buddy' or guide – for before entering the system and while in it
3. Make sure the rules are clearly understood (not just written down)
4. Provide points of access to 'own' people – inside and/or outside the system
5. Be friendly and welcoming (remembering they are cultural expressions too)
6. Provide some 'private' space
7. Show an interest in the 'other' culture, without putting the person in the spotlight
8. Have an induction process
9. Have comfort food, 'toy', etc
- 10.
- 11.
- 12.
- 13.
- 14.
- 15.

In addition to the above: remember that a power imbalance further complicates communication