

JISordo's cultural survival kit – the eight steps

1) Archaeology of Assumptions

To focus on one of the most important and difficult elements of dialogue - bringing hidden assumptions to the surface non-judgmentally. In particular, to explore how tacit frameworks shape perceptions and judgments; and then to use the "iceberg model" to practice drawing out underlying assumptions, finding common ground at that deeper level and using that insight to build trust and new ways forward.

Thought, Speech, Action

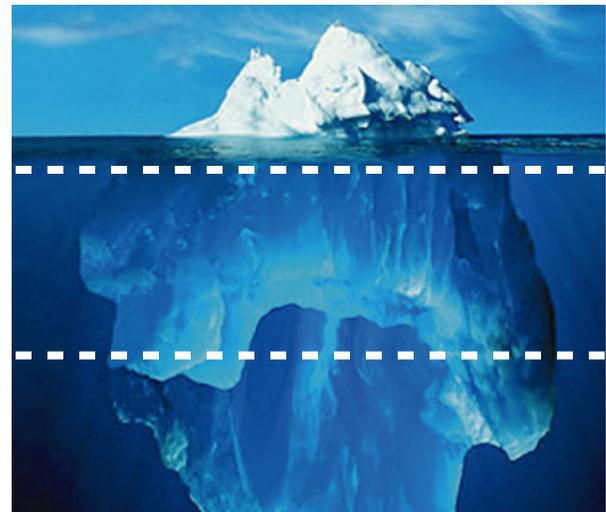
Visible and explicit
The only part that surfaces in normal conversation
Based on assumptions that are often tacit

Assumptions

- » Often tacit
- » Multi-layered
- » Based in turn on deeper underlying frameworks

Underlying Frameworks

- » Almost always tacit
- » Culture, values, belief systems, worldviews



2) Watchouts & pitfalls: Ethnocentrism

Evaluation of other cultures using our own culture and beliefs as the basis for right and wrong. I have filed what I believe to be true. Therefore things that are different by definition can be seen as wrong. The right way becomes the only way, my way!!!

3) Dialogue Essentials

- NOT a way to talk an issue to death
- NOT consensus-building
- NOT the best way to communicate about everything
- NOT a systematic way of making decisions or group decision-making

Debate/advocacy

- Assuming there is one right answer
- Combative
- About winning
- Listening for flaws
- Defending assumptions
- Seeking your outcome

Dialogue

- Assuming others have pieces of the answer
- Collaborative
- About finding common ground
- Listening to understand
- Exploring assumptions
- Discovering new possibilities

JISordo's cultural survival kit – the eight steps

4) Multicultural Thinking

- Recognize
- Understand
- Appreciate
- Develop Mutual Solutions

5) Leading Cultural Change

VISION	+	SKILLS	+	INCENTIVE	+	RESOURCES	+	PLAN	=	CHANGE
VISION	+	SKILLS	+	INCENTIVE	+	RESOURCES			=	FALSE START
VISION	+	SKILLS	+	INCENTIVE			+	PLAN	=	FRUSTATION
VISION	+	SKILLS			+	RESOURCES	+	PLAN	=	GRADUAL CHANGE
VISION			+	INCENTIVE	+	RESOURCES	+	PLAN	=	ANXIETY
		SKILLS	+	INCENTIVE	+	RESOURCES	+	PLAN	=	CONFUSION
VISION								PLAN	=	FLYING HIGH
VISION									=	WISHFUL THINKING

6) The Platinum Rule

The Golden Rule: Treat others as you would want to be treated.

The Platinum Rule: Treat others as they want to be treated.

7) Trust or the "Penguin" Withdrawals



8) The Lao-Tzu edictum (sixth-century B.C.)

- The bad "CEO"(*) is he whom the people despise.
- The good "CEO"(*) is he whom the people praise.
- The great "Uncomfortable CEO" (*) is he whom the people say, "We did it ourselves."

(*)Adjusted by JISordo for The Uncomfortable CEO book