

Cross Cultural Habits: Framing What You Can Do

1. Practice the Golden Rule: Treat others the way you would want to be treated. But also practice the Platinum Rule: Treat others the way they need to be treated.
2. Keep in mind that people from other cultures are not acting a certain way just to make you upset. Most people behave rationally; you just have to discover the rationale.
3. Take a risk and forgive yourself (and others) when you make a mistake.
4. Be transparent regarding misinformation and/or lack of information.
5. Validate others' experiences.
6. Even when you share a language, try not to assume sameness.
7. Be "More Curious and Less Certain." Understand that we don't know what we don't know. Pay attention to the "7-11 Rule." People have a tendency to make 7 assumptions, judgments, or stereotypes within the first 11 seconds of contact or interaction with another person. Be conscious of the unconscious things we may do and say.



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