

# Cultural Issues: Intercultural Conflict Styles

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Conference 2009



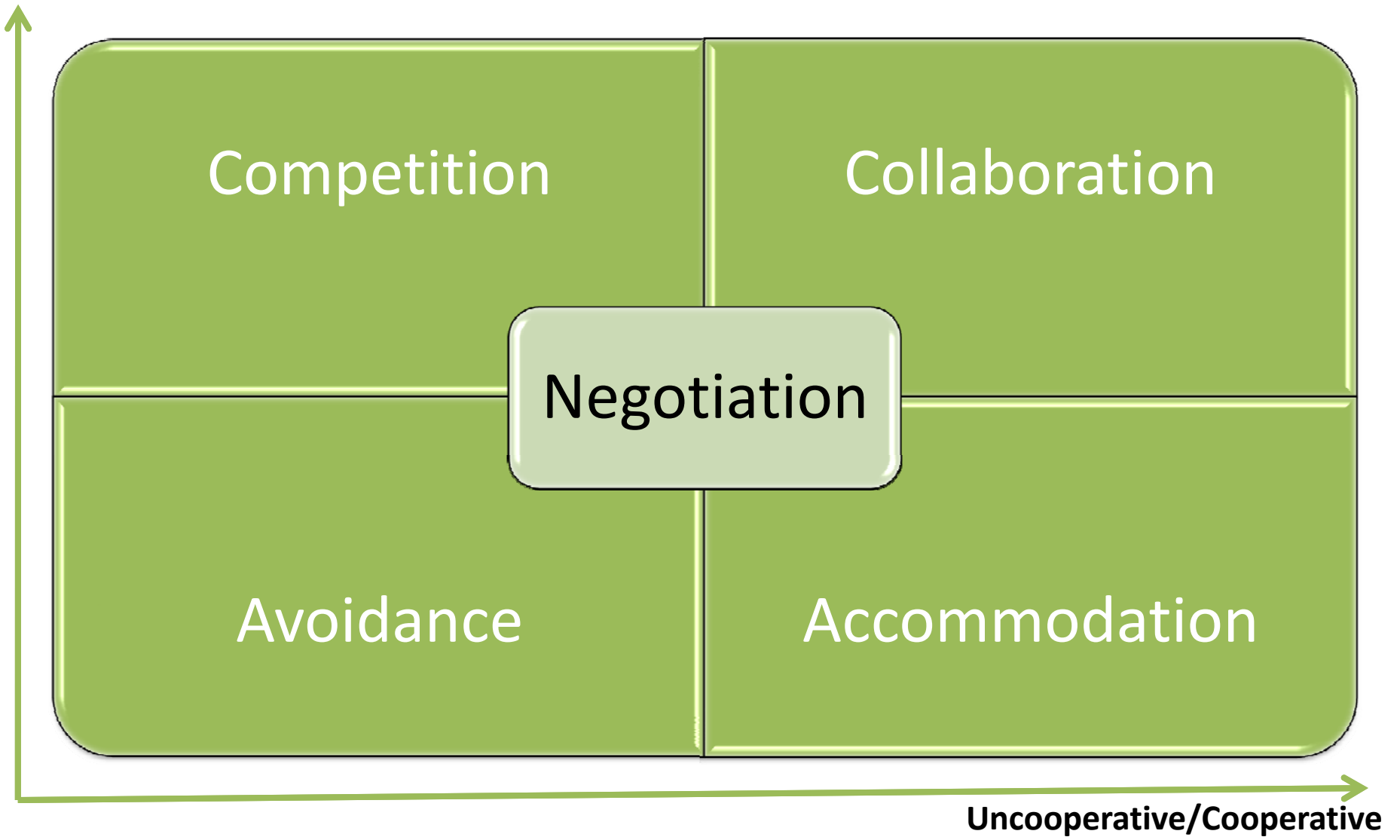
# Do You See What I See?



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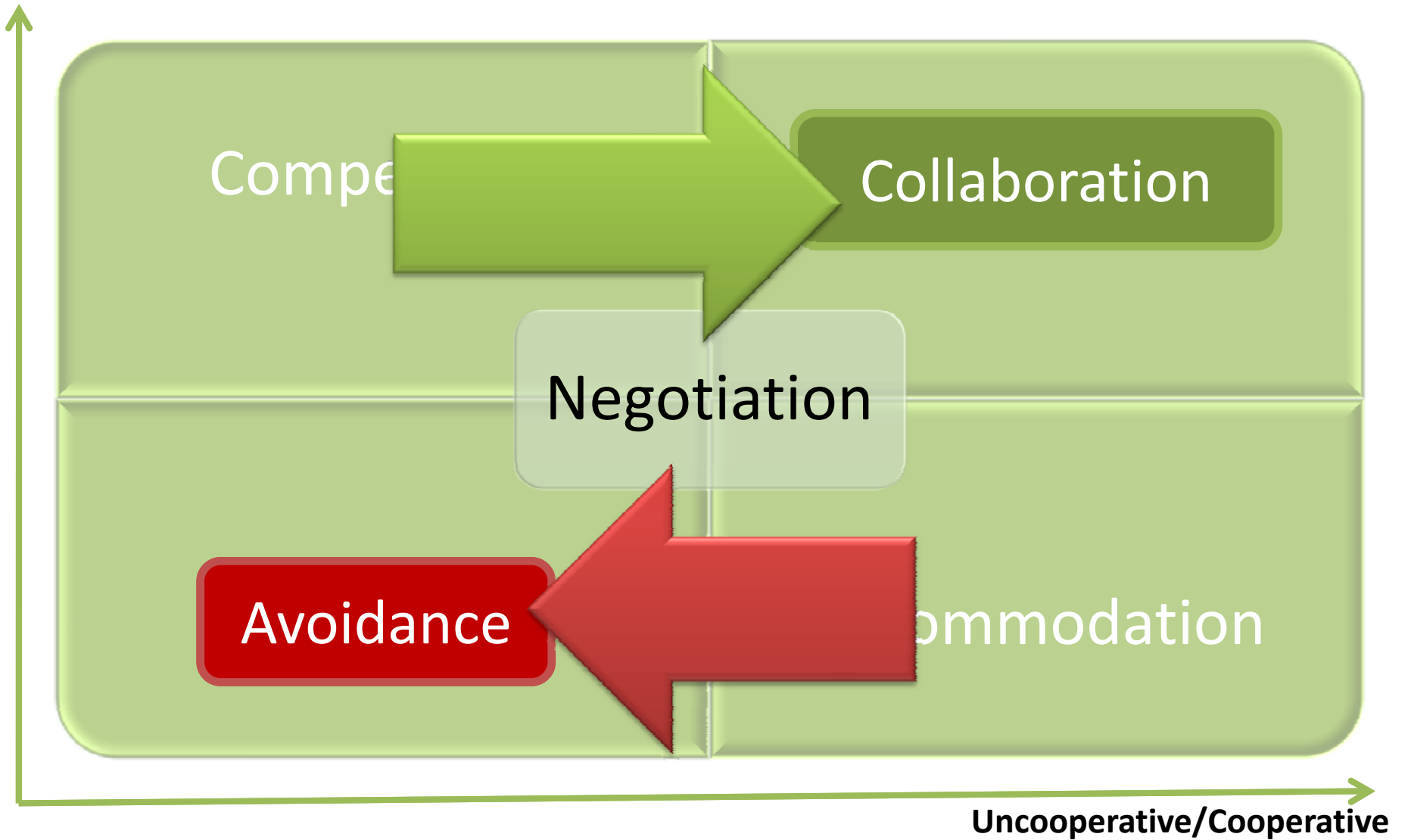
**Unassertive/Assertive**



**Negotiation**

**Uncooperative/Cooperative**

Unassertive/Assertive



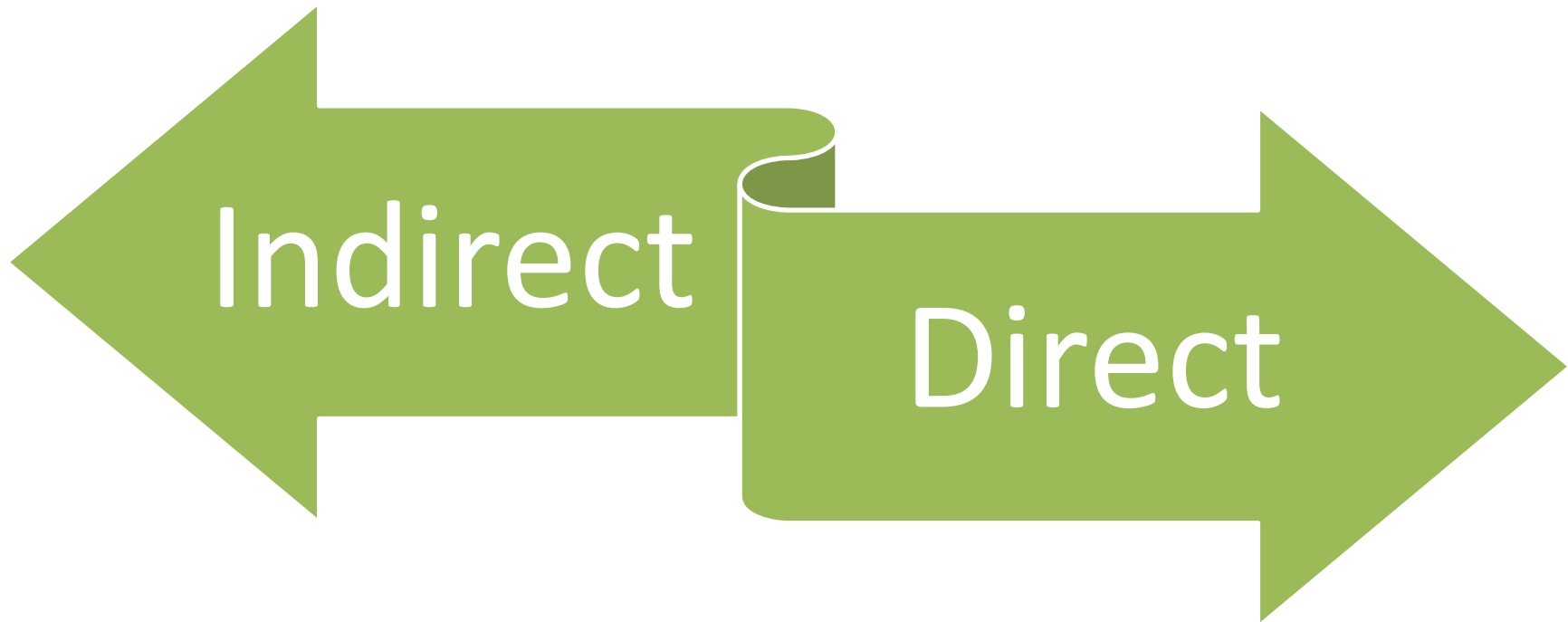
Uncooperative/Cooperative

# Not All Cultures are the Same

- Models are developed using “**emic**” logic
  - They use an “insider’s view”
  - Makes models culturally-biased
- Cultures DO differ
  - Using an “**etic**” logic (“outsider perspective”)
  - All cultures can be plotted on a spectrum



# Communication Style



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# Which type of communicator are you?

## Indirect

- Use of metaphors
- Use of analogies
- Hint what you mean
- Make use of third-party intermediary in conflicts
- Rely on receiver to clarify misunderstanding

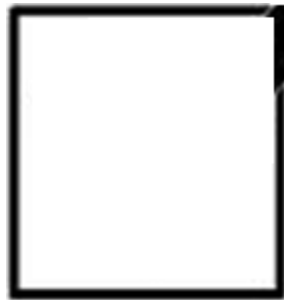
## Direct

- Precise, explicit language
- “Say what you mean and mean what you say”
- Prefers face-to-face, direct channels to solve issues
- Sender is responsible for communicating clearly



# Which type of communicator are you?

- Indirect

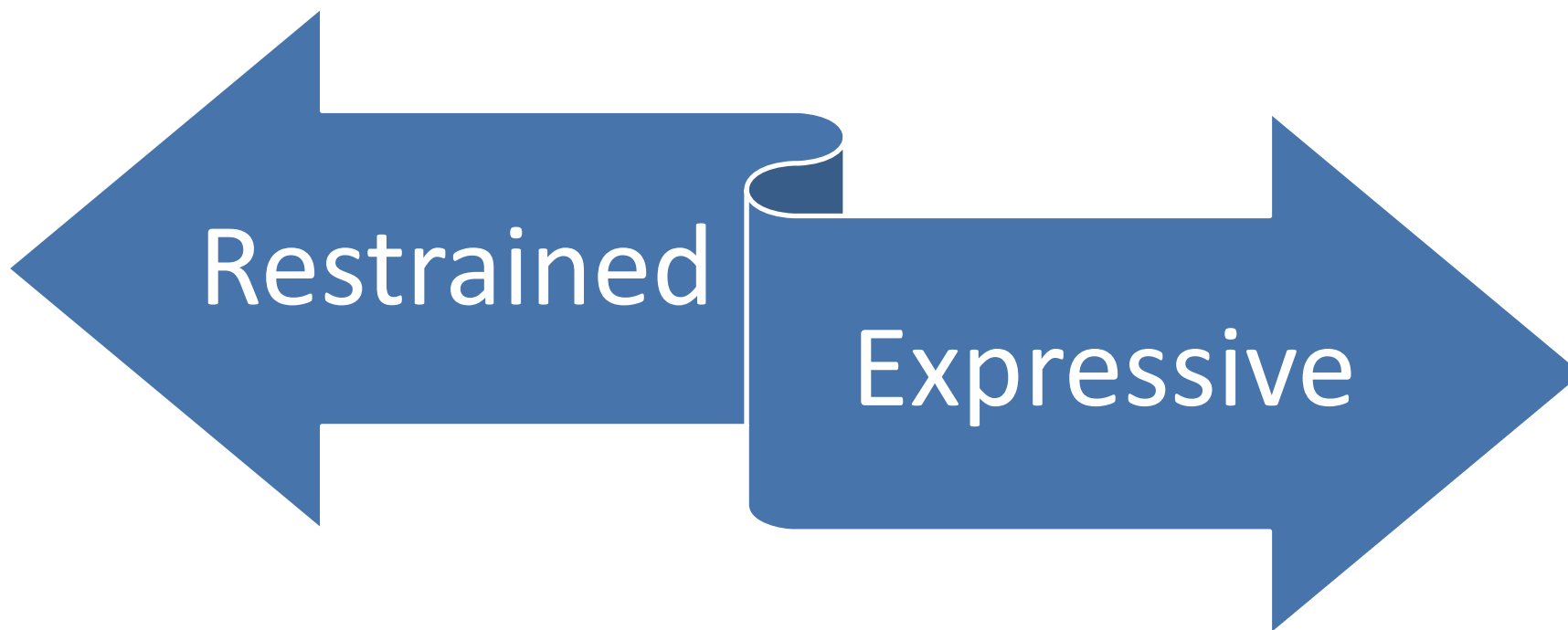


- Direct





# Expressiveness



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# What is your expressiveness type?

## Emotionally Restrained?

- Emotions are disguised in order to maintain harmony
- Less display of non-verbal behavior
- Less variation in speech rate, loudness, and pitch
- Concern exists that displaying emotion will hurt others' feelings

## Emotionally Expressive

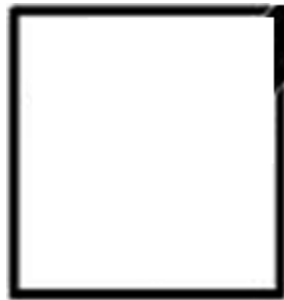
- Visually demonstrate feelings by laughing, gesturing, facial expressions
- Tone can vary in function to emotions
- Commitment, trust, and degree of involvement shown through emotions
- Credibility and sincerity gained through emotional display

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# What is your expressiveness type?

- Restrained



- Expressive



# Putting It All Together

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## Direct

“Say what you mean, and mean what you say.” –English (U.S.)

“Nothing done with intelligence is done without speech.” –Greek

## Indirect

“It is good to know the truth, but it is better to speak of palm trees.” –Arabic

“Hear one and understand ten.” –Japanese

## Expressive

“What is nearest the heart is nearest the mouth.” –Irish

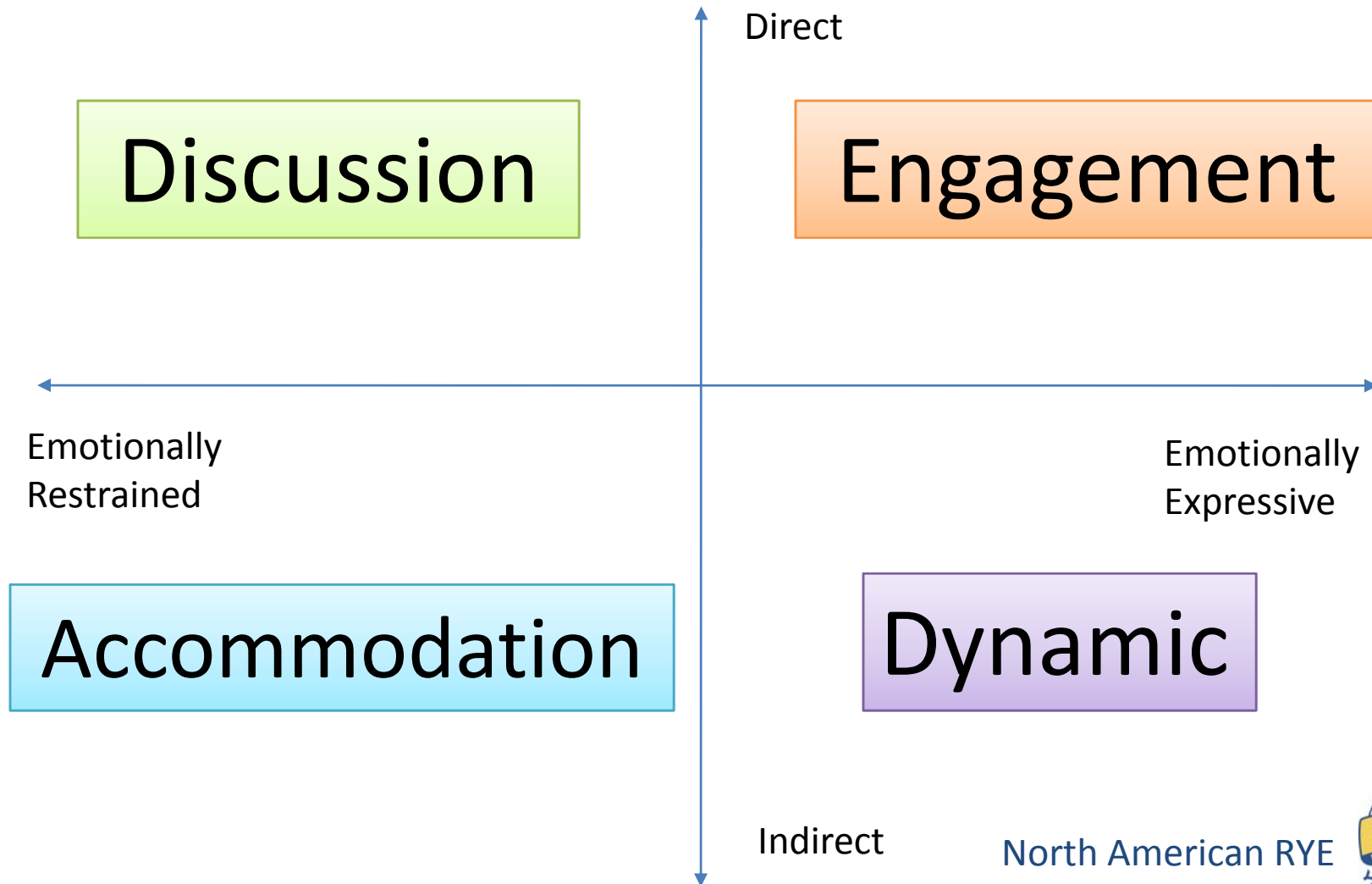
“After a storm, fair weather; after sorrow, joy.” –Russian

## Restrained

“Silence produces peace, and peace produces safety.” –Swahili

“The first to raise their voice loses the argument.” –Chinese

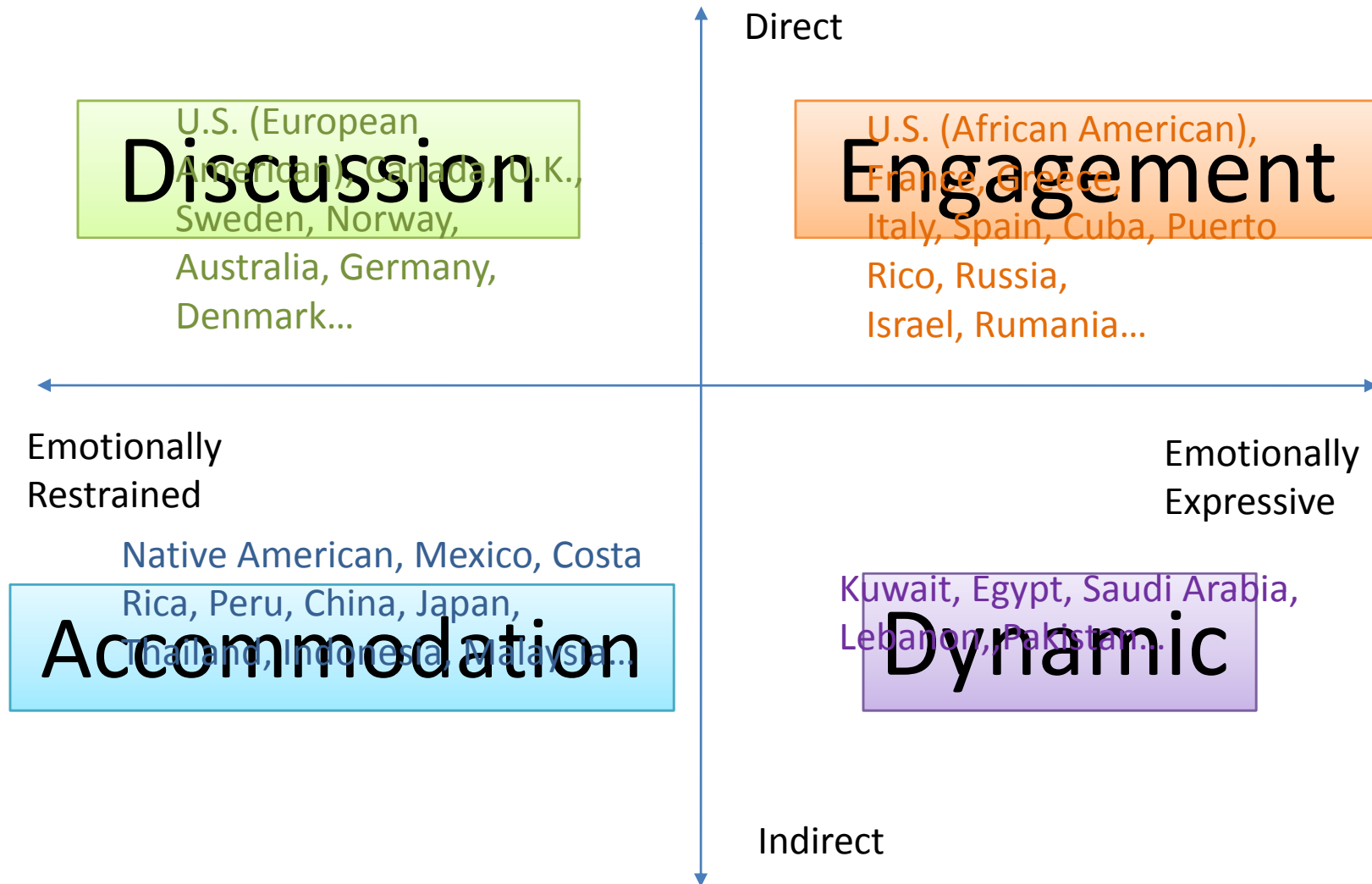
# Intercultural Conflict Style



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# Intercultural Conflict Style



# Ask Yourself...



How do I appear to others?



How do I recognize this style?



# Discussion

- Difficulty in “reading between the lines”
- Appears logical but unfeeling
- Appears uncomfortable with emotional arguments





# Engagement

- Appears unconcerned with the views & feelings of others
- Appears dominating & rude
- Appears uncomfortable with viewpoints that are separated from emotion



## Accommodation

- Difficulty in voicing own opinion
- Appears uncommitted & dishonest
- Difficulty in providing elaborated explanations



# Dynamic

- Rarely “gets to the point”
- Appears unreasonable & devious
- Appears “too emotional”



# Bottom Line...

Discussion

Engagement

Dynamic

Accommodation

4 different intercultural  
conflict styles

+

4 very different ways of  
handling conflict

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Many possibilities for  
misunderstandings!!

# Skills to Build On...

- Mindful listening
- Mindful reframing
- Face-maintenance skills
- Trust building skills
- Collaborative dialogue
- Communication adaptability



# Access to Resources...

- **Contact me :**

Corina M. Paraschiv at [mcorina@gmail.com](mailto:mcorina@gmail.com)

- Questions regarding Inter-Cultural Teamwork
- Free copy of the Leading Across Culture Documentary

- Visit <http://innovationplatform.concordia.ca>

- Articles on Cross-Cultural Teamwork
- Preparation for Studying Abroad

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