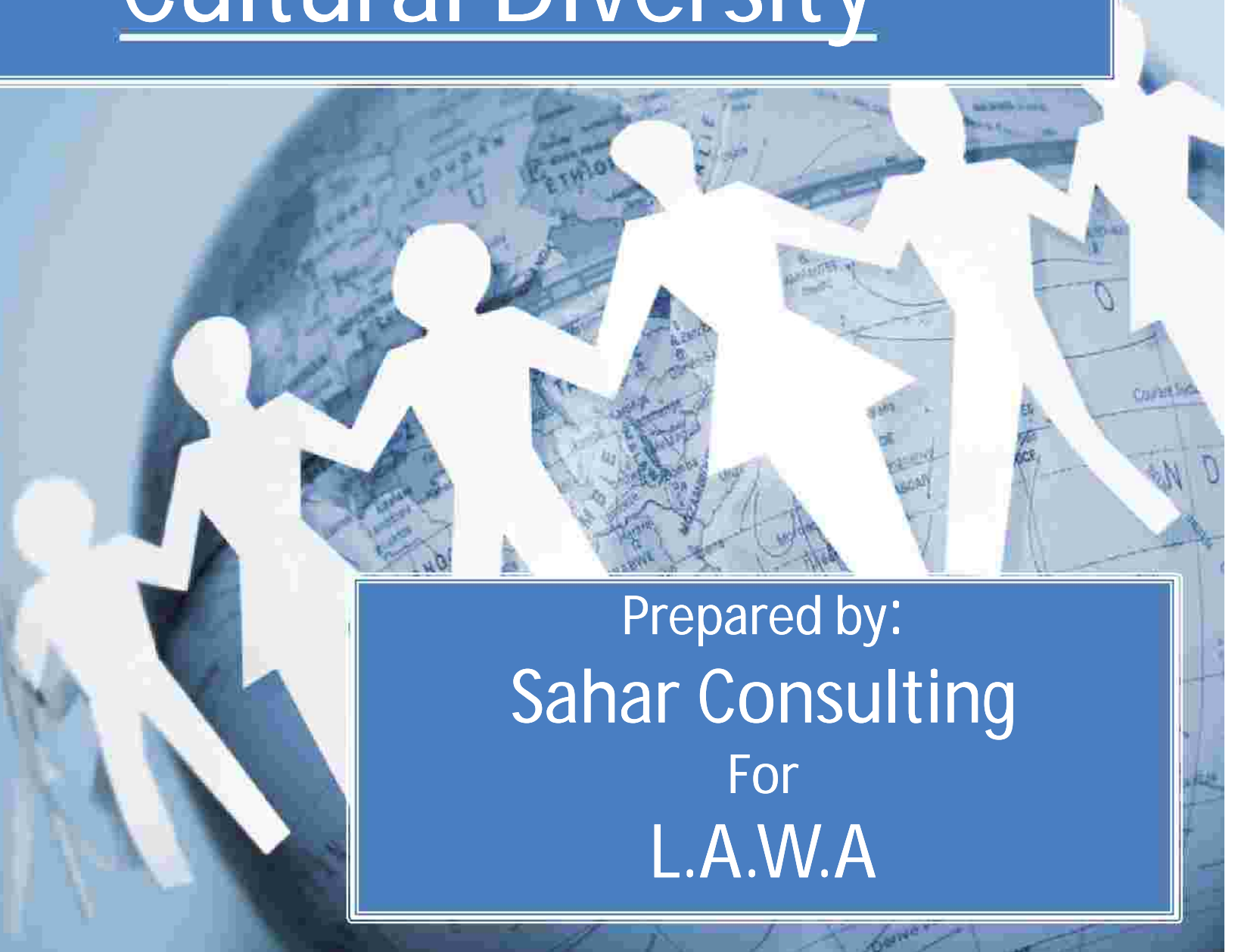
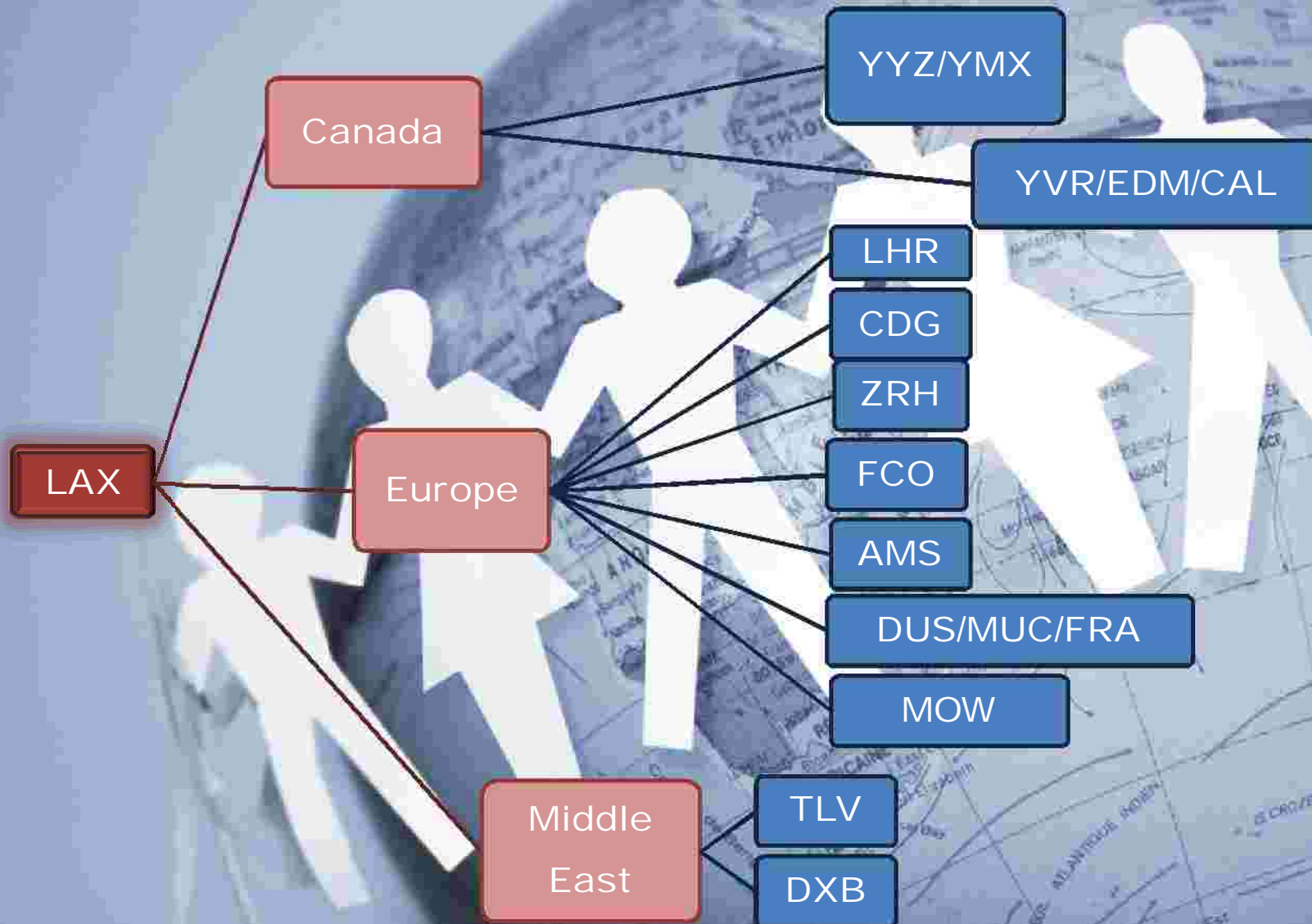


# Cultural Diversity

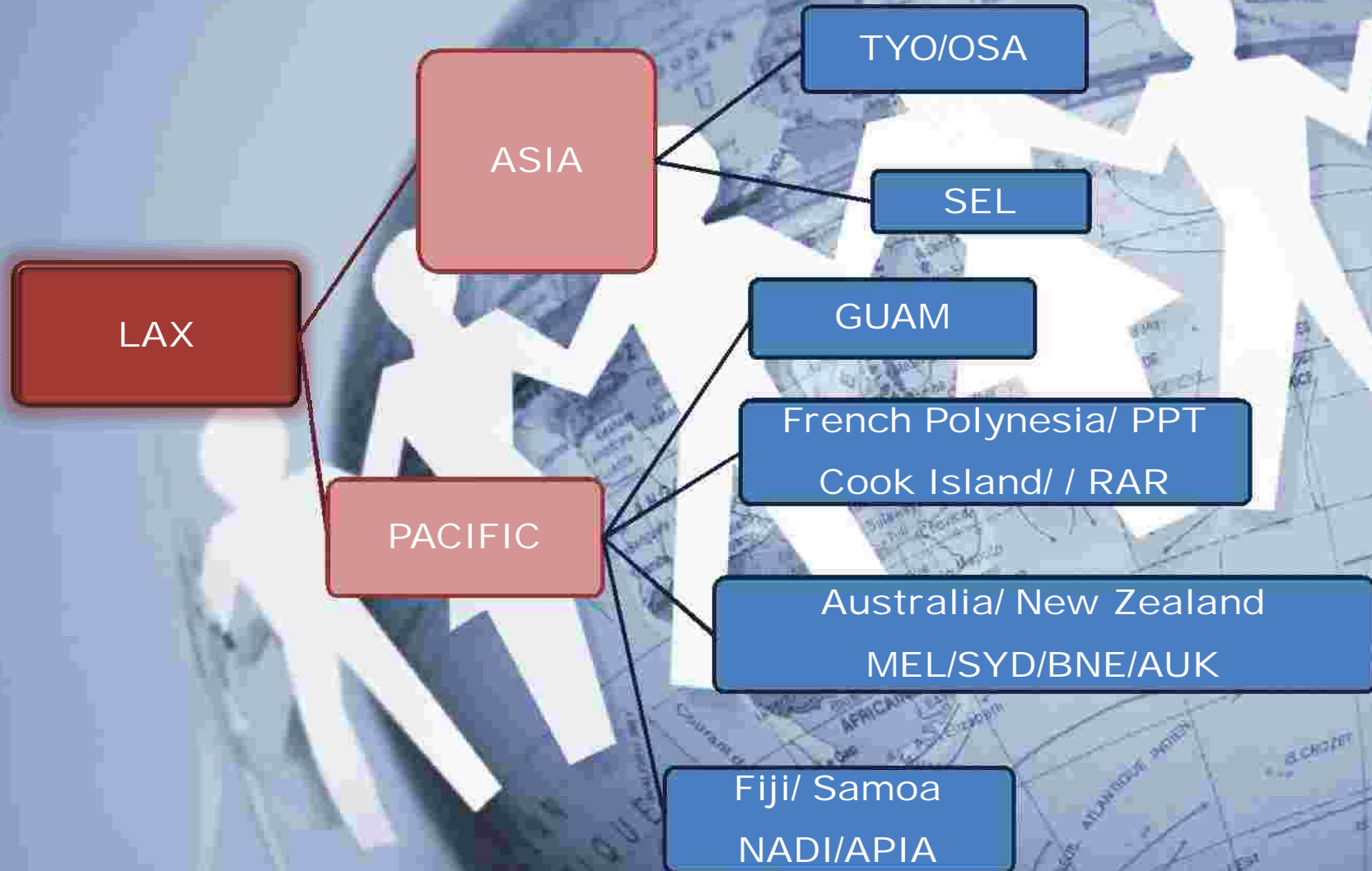


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# LAX Destinations 1



# LAX Destinations 2



# LAX Destinations 3



# Diversity

- Advances in technology and the advent of a global economy bring the people of the world closer together than ever before
- Diversity is considered to be inclusive of everyone
- It is about learning from others who are not the same, about dignity and respect for all, and about creating environments and practices that encourage learning from others and capture the advantage of diverse perspectives

# What is Diversity

- "Diversity includes all characteristics and experiences that define each of us as individuals." It is an entire spectrum of dimensions of an individual, including Race, Ethnicity, Gender, Age, Religion, Disability, and Sexual orientation, communication style, work style, organizational role/level, economic status, and geographic origin.
- Diversity should be viewed as a business opportunity

# What is Diversity

- Building upon differences among team members can strengthen the bonds formed with clients and customers throughout the world. Ethnic diversity in the workplace enables businesses to serve a broader base of clients with ease.
- Diversity can also be grounds for making wrong assumptions about another person's culture and commit to grave mistakes that could be avoided provided knowing these differences beforehand

# Cultural Competence

Cultural Competence leads to either success/  
failure in face-to-face cultural interaction

It comprises: Cultural, Linguistic & Spatial  
Intelligence

## Cultural Intelligence

- Ability to engage in a set of behaviors that uses skills (Language, international skills), and qualities (tolerance for ambiguity and flexibility)
- Tuned to the culture based values and attitudes with the people with whom one interacts

# Cultural Competence

## Linguistic Intelligence

- Being able to interact successfully with different cultures where English is not their native language.
- Genuine interest to bridge the language barrier


## Spatial intelligence

- Understanding the proper behaviors that would facilitate a proper introduction without embarrassments e.g. Japanese see it polite to bow a little where it could sound silly to some
- Ability or failure to adapt to spatial behaviors could make our international counterparts comfortable or ill at ease

# Cultural Diversity Training

## Points to be discussed about each destination:

- Summary of each culture
- Business Structure
- Management Style
- Teams/ Meetings
- Dress Code
- Communications
- Interacting/ Entertaining/ Gift Giving
- Women in business
- Cultural tips: what to do/ what not to do



Thank You  
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