



HHS Internationally Educated Nurse (IEN) & English as a Second Language (ESL) Nurse Integration Project

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Webinar 2

Exploring Context and Intercultural Communications

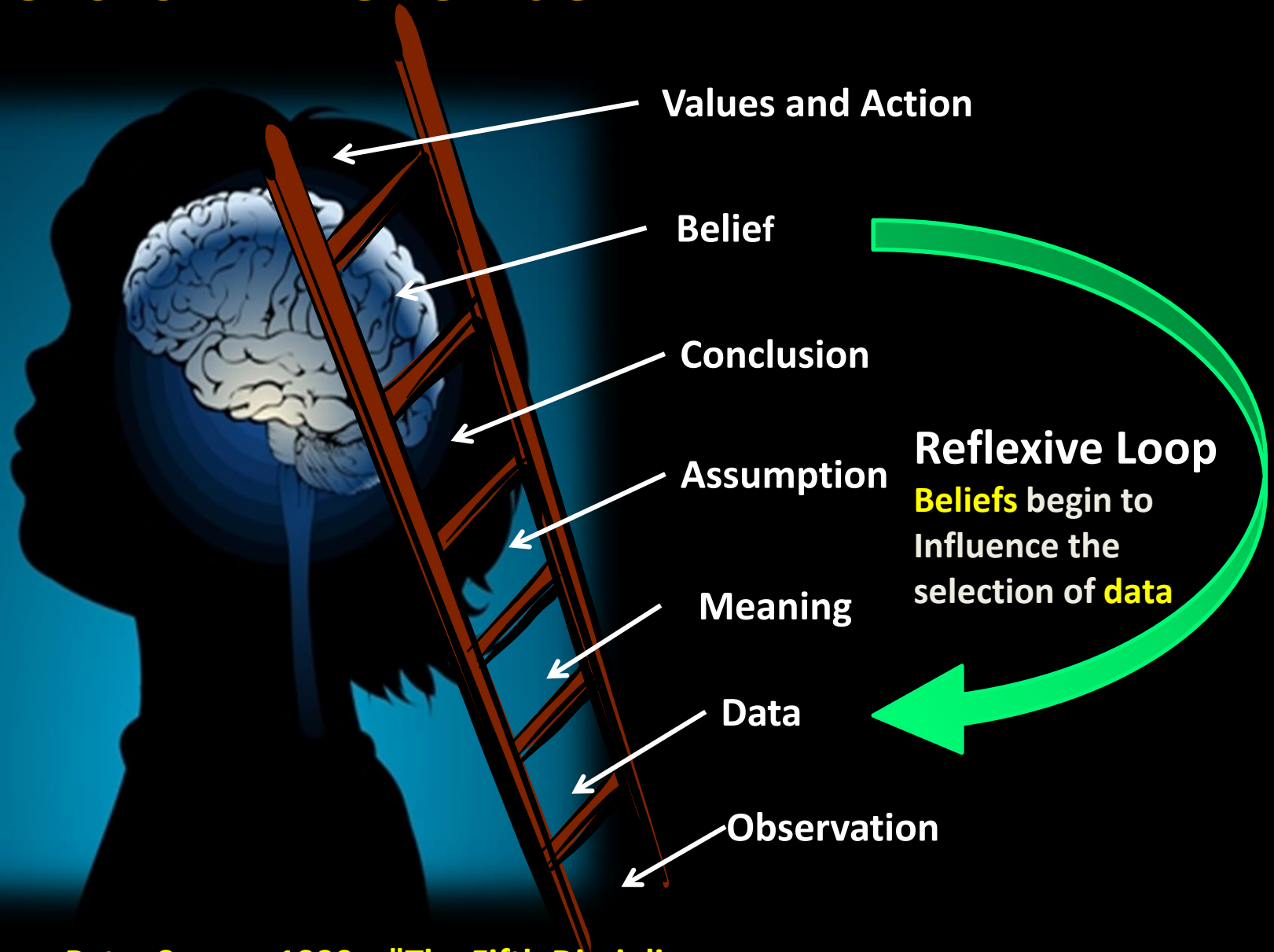
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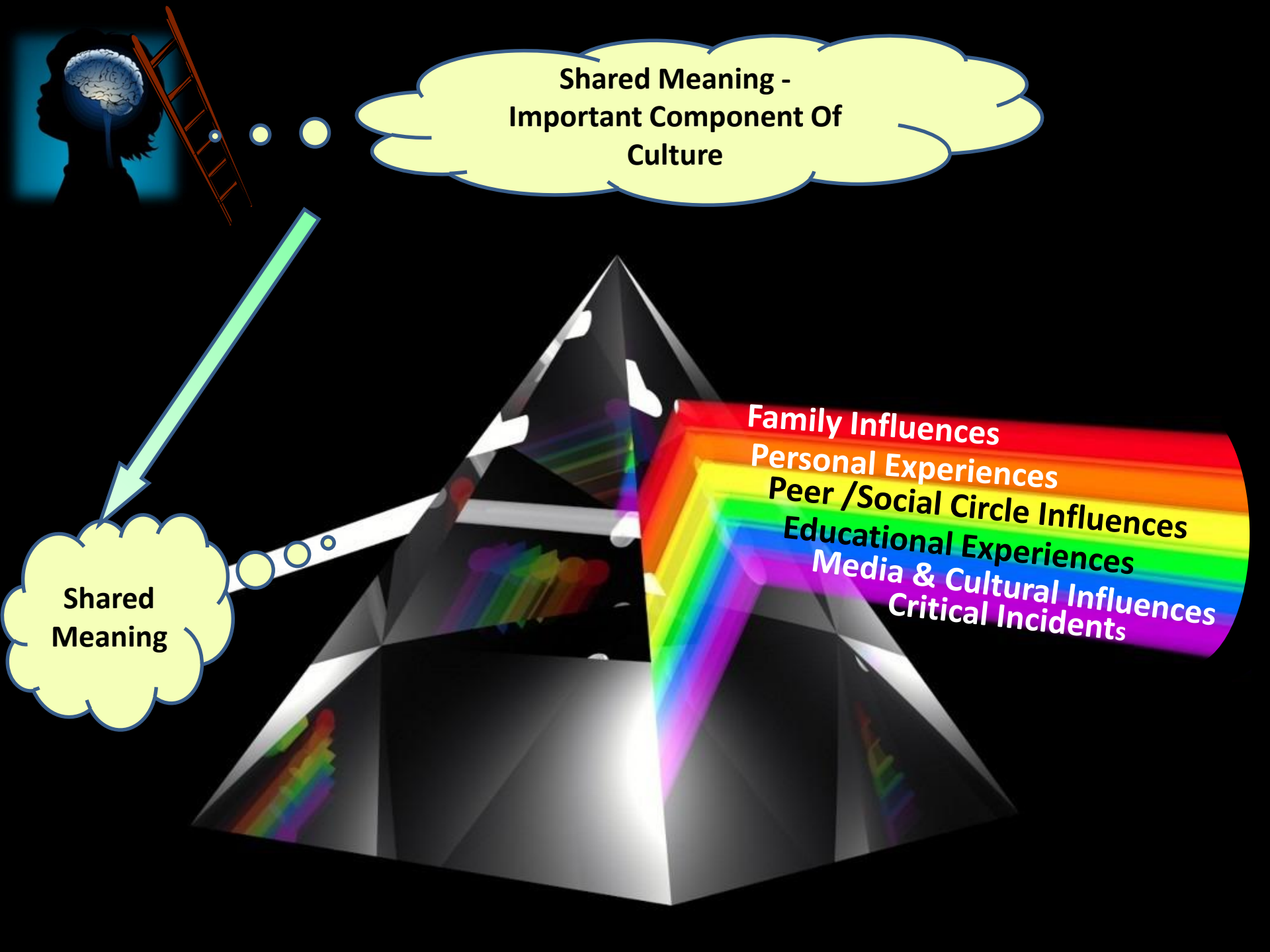
Quick Review – Webinar 1

- Diversity and Inclusion
- Equity and the Equity Lens
- Ladders of Inference
- The Inclusive Approach

Ladders of Inference



Adapted from: Peter Senge: 1990 "The Fifth Discipline:
The Art and Practice of the Learning Organization.



**Shared Meaning -
Important Component Of
Culture**

**Shared
Meaning**

Family Influences
Personal Experiences
Peer /Social Circle Influences
Educational Experiences
Media & Cultural Influences
Critical Incidents

Inclusion Is an Approach

That Appreciates and Responds to the Dimensions of Diversity



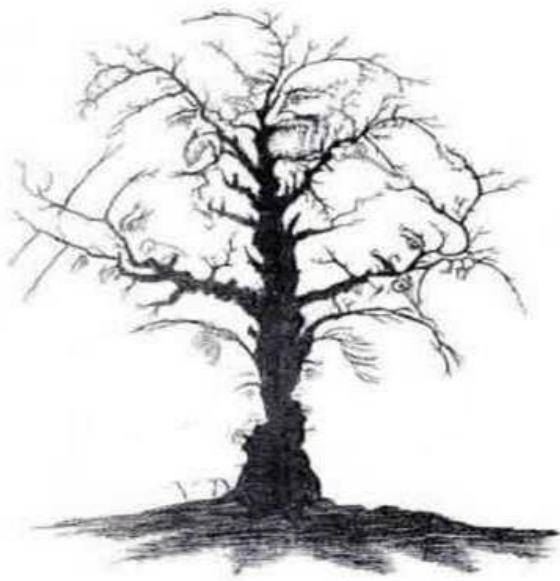
Developing Inclusive approaches begins with awareness and focuses on influencing behaviour through dialogue, education and information sharing at all levels.

Webinar 2

- Seeing the whole picture - how perceptions impact our view
- Context and Intercultural Communications

In the following pictures find one of the following:

- Two lovers embracing
- 10 faces (find them)
- A baby
- Three women
- A face of a man



2



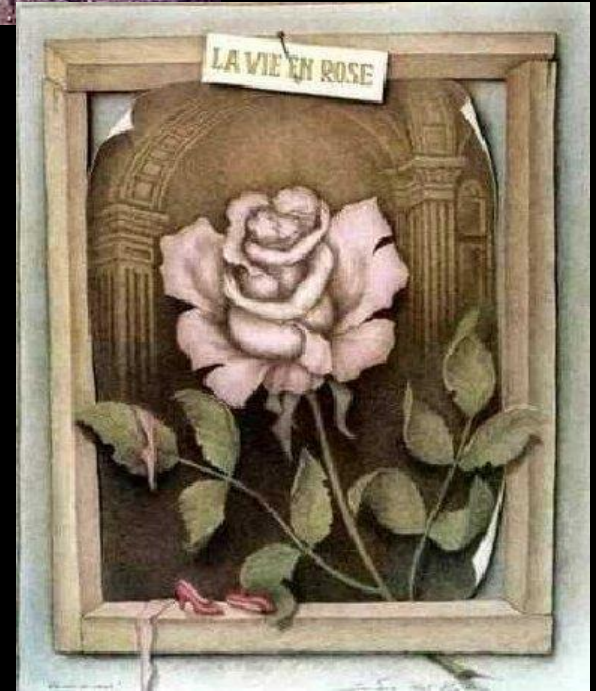
3



4



5



Take Away 1

**We may need
to shift our
focus in
order to see
everything
that is
contained in
the picture
before us**

**What we see
is very
important, but
what we do
not see
initially can be
equally or
even more
important**

What happens when

- We Describe
- We Interpret
- We Evaluate

What happens when we encounter something new?

- We may **DESCRIBE** what we see
(observed facts)
- We may **INTERPRET** what we think we see
(the meaning of what we see)
- We may **EVALUATE** what we see based on how we feel about our interpretations
(assumptions and values derived from meaning or what we think we see)

Tell me Something About This Picture



Tell me Something About This Picture



Take Away 2

**Without
context, all
we can do is
describe.**

**Context is
important in
understanding
what we see.**

**Without context
we are unable to
Interpret or
evaluate
accurately**

**Intercultural
understanding
requires context**

Case Scenario

You have been recently hired by a large well-known hospital, famous for its work in geriatrics.

As part of the hospital's personality testing battery, you have been asked to review 3 patient profiles and make a choice and identify the patient you would LEAST enjoy taking care of.

For the purpose of this exercise – you MUST select one patient

Patient profiles are as follows:

- **Patient B. R.** She is kind and appreciative and although she does not understand a word of English, she tries to communicate. Although she is sometimes in pain, she tries to be friendly, and is relatively self-sufficient. She is alert during the day and sleeps through the night.
- **Patient S. T.** He is grouchy, and is something of a hypochondriac. He often seems to be in a different world and grumbles a lot. He needs help walking, but can take care of himself when he reaches his destination. He sleeps, but not a lot and is up at night.
- **Patient J. S.** He is self-centered, sometimes appears to be in pain, and can't walk or talk. He is incontinent and can't feed himself. He is almost bald, wrinkly, and cranky. He wakes up at all hours of the night.

Review

- Why did you select patient **B.R.** ?
- Why did you select patient **S.T.** ?
- Why did you select patient **J.S.** ?

Given that visual images can be misleading, would it be easier to make a decision if you saw a picture of the patients?

Patient BR



Patients

Patient S.T.



Patient J.S.



Take Away 3

**In order to
make good
decisions, we
need to get
as much
information
as possible**

**Without a full
picture, and the
knowledge of
context, our
(mis)perceptions
can adversely
impact our ability
to make good
decisions**

For Reflection

Think about where information about individuals (patients and colleagues) comes from

- **Visual**

by itself , does not give you all the information you may need.

- **Reading or Hearing**

by itself, will not give you all the information you may need

Context is an important tool that helps provide understanding, fill-in the gaps and enable effective communication.

- What are my perceptions?
- Did I see the cultural cue?
- Perceptual Blindness

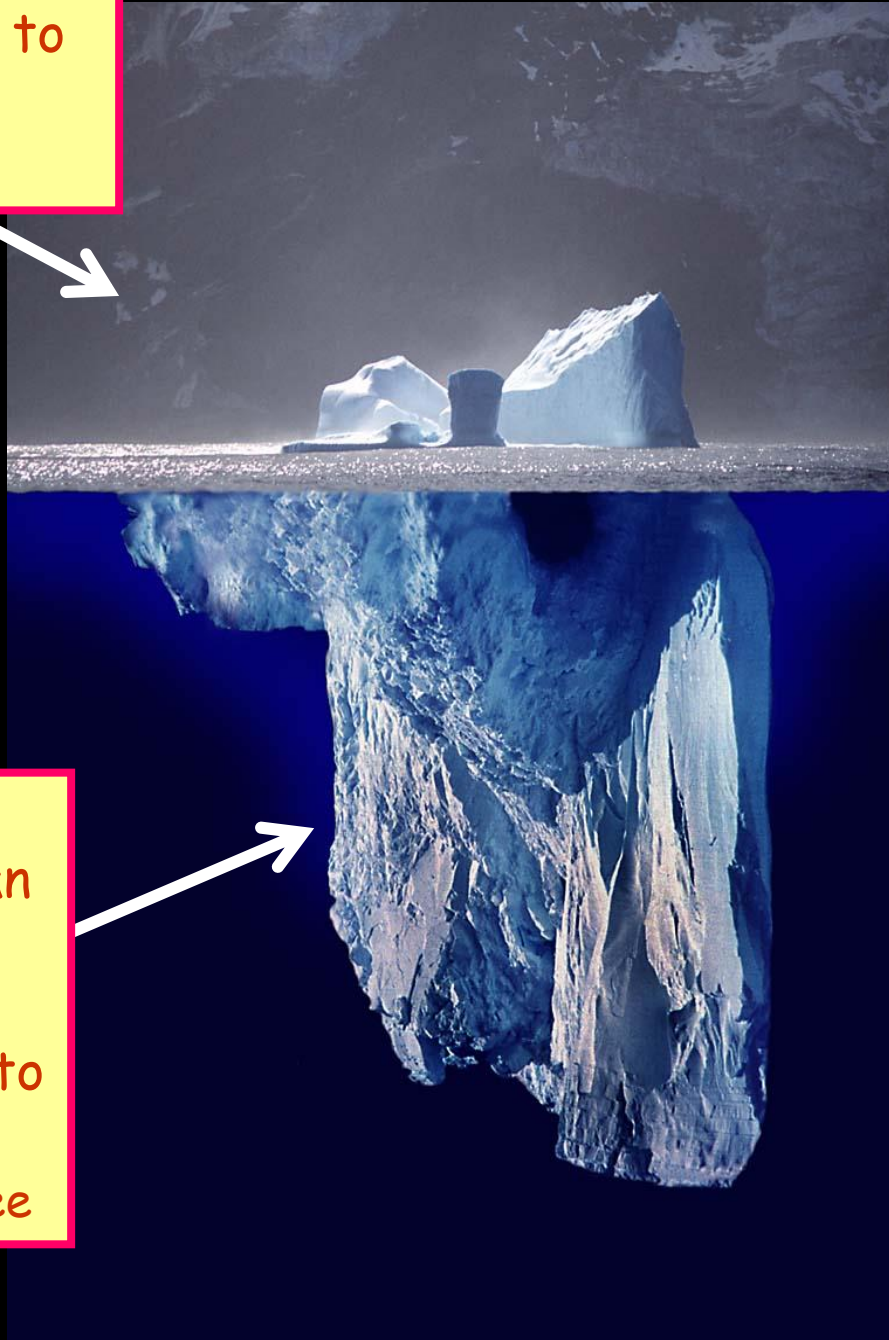
Context & Intercultural Communication

Culture – as explained by Geert Hofstede

“Culture is the collective programming of the human mind that distinguishes the members of one human group from those of another. Culture in this sense is a system of collectively held values.”

Hofstede also describes culture as
.....“the software of the mind”

What we need to know and can actually see



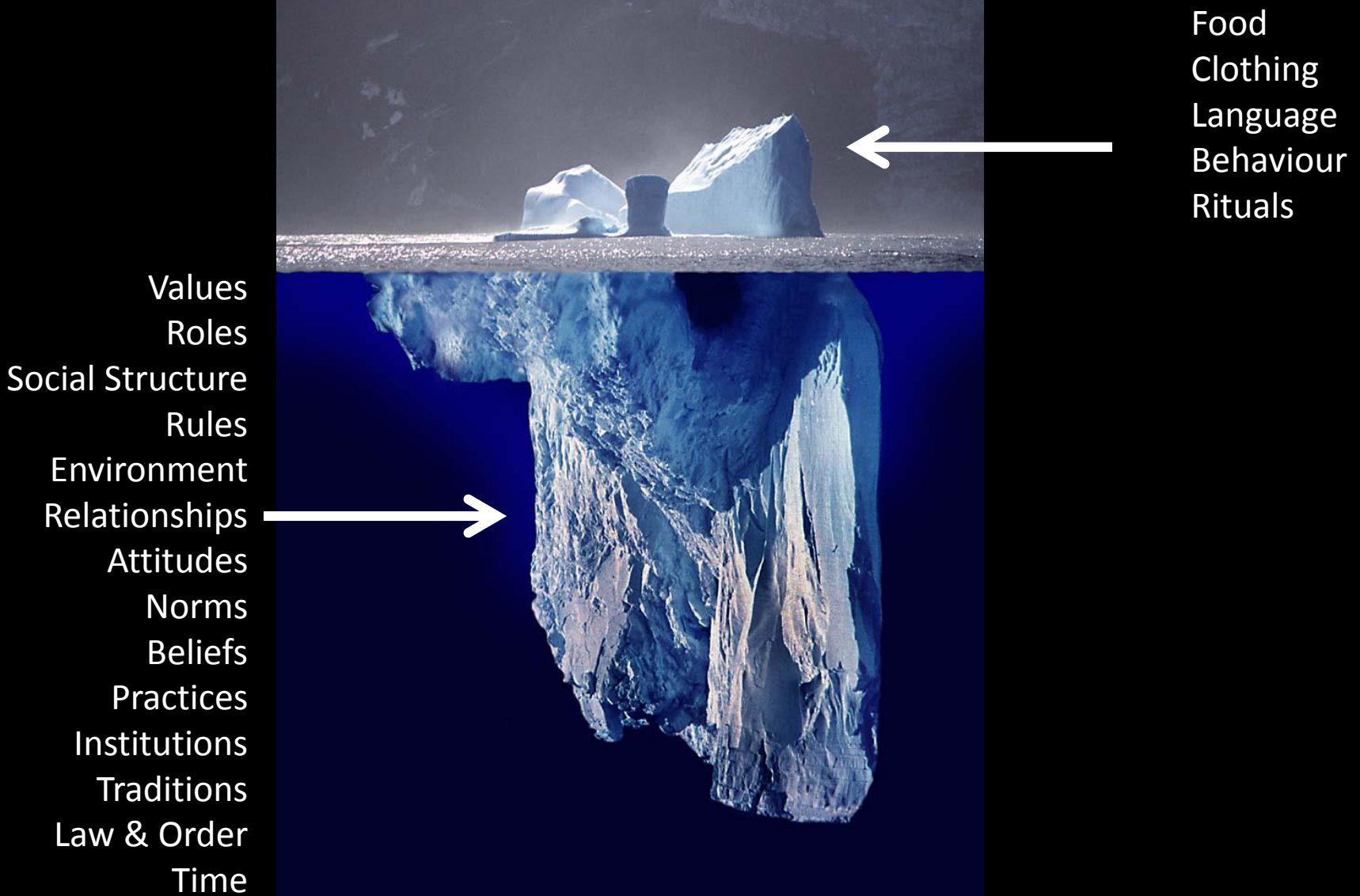
What we need to know but can not see and what we really need in order to understand what we can see

Culture is like an iceberg

Most of the beauty of the culture lies hidden below the waterline.

When we work with people from different cultures we must remember to look "below the water line".

Culture is:
"The Software of the Mind". **Geert Hofstede**



Dimensions of Culture

Trompenaars & Hampden-Turner

Riding the Waves of Culture 3rd Ed. 2012


Based on over 15 years of research through 30 different multinationals across 50 countries and a data base of over 30,000 participants.

Views culture from the framework of the “ways in which people solve problems and reconciles dilemmas.”

These ways sorted itself into 3 categories.

- Relationships with people
- Attitudes to time
- Attitudes to environment

Cultural Dimensions

- 
1. What is more important rules or relationships?
 2. Do we function as a group or a set of individuals?
 3. How separate do we keep our private and our working lives?
 4. When is it appropriate to show emotion?
 5. Do we have to prove ourselves to receive status or is it given to us ?
 6. What is our relationship to time – how do we view it?
 7. What is our relationship to the environment?

A

Communication Process

B

Message

Message Sent
or transmitted

Received

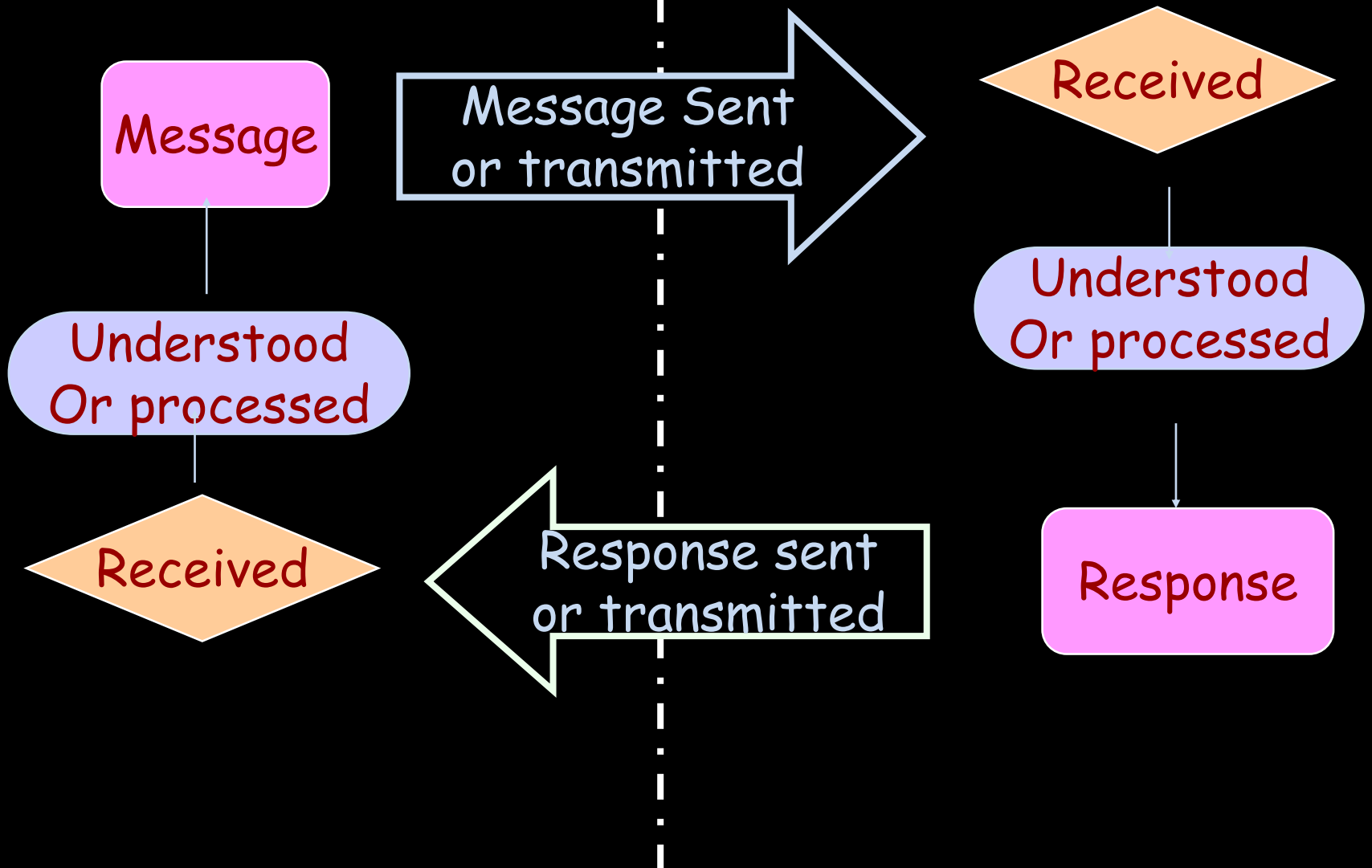
Understood
Or processed

Understood
Or processed

Received

Response sent
or transmitted

Response



The Importance of Context

Low Context



High Context

- Discussion is linear
 - Statements are direct
 - Explicit messages
 - Context is not important
 - Self-expression is valued
 - Clear eloquent speech is desired
 - Get to the point
 - Verbal fluency is admired
- Discussion is circular and talk around the point
 - Statements are indirect and less explicit
 - Context is important
 - Relational harmony is valued
 - Ambiguity and silence is admired
 - Clarifying effect of understanding context often with long explanations

Conversation - See you on

Jane (supervisor)

It looks like we will need a few people on Saturday

That will be a great help

What did you mean? it will be busy

That's nice, I hope you all enjoy it very much

Xian (worker)

Yes

Yes, Saturday is a special day, did you know?

It is my father's birthday

Thank you, I appreciate your understanding

Take Away 4

**Contextual
communication
styles are closely
tied to culture**

**Communicating with
individuals who use
different contextual
styles requires
patience and good
listening skills**

**Intercultural
misunderstanding
and conflict can be
avoided when we
understand the
important role that
context plays in
enabling effective
communication**

Cultural Fluency

- Cultural fluency is awareness of the ways cultures operate in communication and conflict, and the ability to respond effectively to these differences.
- When people of two different cultures interact, cultural fluency is the appropriate application of respect, empathy, flexibility, patience, interest, curiosity, openness, the willingness to suspend judgment, tolerance for ambiguity, and sense of humor.

Characteristics of An Inclusive Approach

- Diversity perceived as enriching rather than a problem
- It establishes a strategic process that identifies and eliminates barriers to participation
- It includes the active and meaningful involvement of individuals who reflect the diversity of the community
- There is open and authentic discussions from which change is implemented

For Consideration

What strategies and approaches do we need to employ to ensure that we practice inclusion so that communication and intercultural barriers are removed ?

Personal Considerations

- What can I do to ensure that my actions are professional and bias free?
- What are the strategies I need to employ to ensure that my actions are not subject to filters that may be applied consciously or unconsciously?
- What additional information or supports do I need to ensure that my actions are professional and bias free?

*"I know that you believe
you understand what
you think I said,

but
I am not sure you realize
that what you heard is not
what I meant."*

Robert McCloskey

Thank You
Please Contact Us With Questions
Feed-Back or Comments



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Scenario 1

- Nicole is an IEN from the Philippines and one day she was discovered by her friend, crying in the washroom. When her friend tried to find out what the matter was, Nicole told her that she overheard the nursing supervisors talking about her. One said to the other ... “How do you find Nicole?? I think she is incompetent, she can not even set a bedpan correctly!”
- What is the Issue?
- What is the resolution?
- What is the learning and steps to take going forward?



Scenario 2

- Rodika is a nurse from the Ukraine. A few days ago she got into trouble with her supervisor because when she saw a patient in distress, she started an IV without waiting for doctors orders.
- What is the issue?
- What is the resolution?
- What is the learning and steps to take going forward?



Scenario 3

- Janet approaches a physician about a mutual patient . Janet is meeting the physician for the first time and she stretches out her hand to greet him with a handshake. The physician refuses her hand. Janet feels hurt and insulted:
- What is the Issue?
 - How can the issue be resolved?
 - How does this, or how could this, impact how the IEN works collaboratively with the Inter professional Collaborative Healthcare team?
 - What is the learning and steps to take going forward?



Scenario 4

Po is from South Asia and from a professional environment where health care workers do not question physicians and nurses accept, and act upon orders without question. She is in a nursing situation where she is unsure of what the physician ordered and thinks that there are some cultural concerns the physician should be aware of since she (Po) shares the same culture background as the patient.

She is unsure as to how to approach the physician, has not worked with female physicians, and is afraid to speak to her.

- What is the Issue?
 - How can the issue be resolved?
 - How does this, or how could this, impact how the IEN works collaboratively with the Inter professional Collaborative Healthcare team?
 - What is the learning and steps to take going forward?



Scenario 5

As a nursing Supervisor / Manager you are approached by one of the IEN nurses who tells you that she can not work with LGBTQ patients because their lifestyle contravenes her religious beliefs.

- What do you do?
- How can the issue be resolved?
- How does this, or how could this, impact her nursing assignments and those of the team?
- What is the learning and steps to take going forward?



Scenario 6

As a nursing supervisor you are concerned that some of the IENs will tell you very confidently that they can perform a certain procedure and that they know how to do it, yet, when try to do the procedure – you have to step in to help them because when they begin to carry out the procedure, it is obvious, from what they are doing, that they do not have the skill to complete it effectively.

- What is the issue?
- How can the issue be resolved?
- How does this, or how could this, impact her nursing assignments and those of the team?
- What is the learning and steps to take going forward?

