

Overview

The new National Occupational Standards for Working with People from Different Countries or Diverse Cultures have been approved since the summer of 2008 and comprise the following generic units.

1. develop your skills to work effectively with people from different countries or diverse cultures
2. build working relationships with people from different countries or diverse cultures
3. appoint people from different countries or diverse cultures
4. manage a multicultural team
5. manage delivery of a service to people from different countries or diverse cultures
6. develop new markets with people from different countries or diverse cultures

Sector Skills Councils and Standards Setting Bodies who wish to include some element of intercultural working in their standards can import and tailor one or more of these units in the usual way

There is wide recognition by employers of the importance of effective intercultural working across the UK workforce and abroad. Intercultural working can mean, but does not assume, that a different language is spoken and can apply equally to working with people from English-speaking and non-English-speaking nations. It also applies to effective working within the vast array of multicultural workforces that can be found within the UK. Effective intercultural working is something that is learned over a period of time through experience and reflection. Some people learn more quickly and comfortably than others while some may never progress very far because of unshakeable predispositions.

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Performance criteria

- You must be able to:*
- P1 communicate in ways that can be understood by the people from the countries or cultures you are working with
 - P2 work in ways that balance other people's expectations of you with the need to achieve organisational objectives
 - P3 make enough time and effort and respond flexibly and positively so that your working practice engages and includes people from different countries or diverse cultures
 - P4 deal constructively with situations that you find unclear or confusing when working with people from different countries or diverse cultures and maintain respect for individuals when you are unable to understand or empathise with their views or behaviour

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Knowledge and understanding

You need to know and understand:

- K1 how your use of language, body language, gestures and tone of voice may appear to people from different countries or diverse cultures and how theirs' may affect your perceptions of them
- K2 ways to minimise misunderstanding and improve communication with people with a different first language to you (for example taking the time to listen closely to what they are really saying, learning the conventions for introductions and greetings, not using your own fluency as a way to overpower others, learning some simple phrases in their language, gesturing, avoiding idioms, explaining acronyms, using pictures and diagrams, learning their language.)
- K3 the challenges in communicating with people from another culture who share the same first language with you. (for example differences in vocabulary, spelling, accent, expressions and directness.)
- K4 that people from different countries or diverse cultures will have different attitudes, expectations and service ethics than those you are used to. (for example different timekeeping, timescales, decision-making processes, perceptions of status and role, attitudes to men and women, communication styles and conventions, business relationships, business meeting conventions, attitudes to emotion, levels of hierarchy and formality.)
- K5 how to base your opinions and actions towards people from a 8 different country or diverse culture on them as an individual and not on common perception, stereotypes, prejudice or old information. (for example asking the person, judging them on their work, getting to know them.)

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Additional Information

Behaviours

Underpinning personal qualities:

The points within this section should be included if possible although the title Underpinning personal qualities does not have to be used. These are a non-mandatory part of the standard but are desirable attributes and attitudes which people with different cultural experiences working together might need. They represent what people who are well disposed to intercultural working may aspire to and grow towards.

1. you enjoy working alongside people with different cultural experiences and perspectives to your own and actively try to appreciate why differences and similarities may exist
2. you are able to reflect on how your own working practices might be perceived by others and are ready to negotiate new ways of working
3. you are open to the positive potential of cultural diversity in the generation of ideas and in developing workplace productivity
4. you are sensitive to the different levels of English language skills people have and are willing to adapt your language in the interests of mutual comprehension
5. you are sensitive to how your use of language, tone of voice and behaviour may be interpreted by others
6. you are able to look critically at work practices and projects and make contributions designed to enhance intercultural cooperation and understanding
7. you are working towards greater critical understanding of difference while appreciating that this is a lifelong process
8. you are aware that others subscribe to equality and human rights in different ways, but do your best to adopt an ethical outlook which reflects how you would like to be treated yourself

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Relevant occupations Agriculture, Horticulture and Animal Care; Business, Administration and Law; Information and Communication Technology; Arts, Media and Publishing; Health, Public Services and Care; Medicine and Dentistry; Nursing and Subjects and Vocations Allie Health and Social Care; Public Services; Child Development and Well Being; Agriculture; Animal care and veterinary science; Environmental conservation; Professional Occupations; Managers and Senior Officials; Information and Communication Technology; Research Professionals; Librarians and Related Professionals; Engineering Professionals; Science Professionals; Database Administration; Software Development; Systems Support; Local Area Archives; Associate Professionals and Technical Occupations; Corporate Managers and Senior Officials; Microsoft Certified Professional; Application Support; Business Analyst; Managers and Proprietors in Hospitality ; ICT for practitioners; ICT for users; Science and mathematics; Science; Engineering and manufacturing technologies; Engineering; Manufacturing technologies; Transportation operations and maintenance; Construction, planning and the built environment; Architecture; Building and construction; Urban, rural and regional planning; Retail and commercial enterprise; Retailing and wholesaling; Warehouse and distribution; Service enterprises; Hospitality and catering; Leisure, travel and tourism; Sport, leisure and recreation; Travel and tourism; Performing Arts; Crafts, creative arts and design; Media and communication; Publishing and information services; History, philosophy and theology; Archaeology and archaeological sciences; Theology and religious studies; Social sciences; Geography; Sociology and social policy; Politics; Economics; Language,

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literature and culture; Languages, literature and culture of the; Other languages, Linguistics; Education and training; Teaching and lecturing; Direct learning support; Preparation for life and work; Foundations for learning and life; Preparation for work; Accounting and finance; Administration; Business management; Marketing and sales; Law and legal services; Production Managers; Functional Managers; Quality and Customer Care Managers; Financial Institution and Office Manager; Managers in Distribution, Storage and Retail; Protective Service Officers; Health and Social Services Officers; Managers in Farming, Horticulture, Forestry; Managers and Proprietors In Other Services; Health Professionals; Teaching Professionals; Legal Professionals; Business and Statistical Professionals; Architects, Town Planners and Surveyors; Public Service Professionals; Science and Engineering Technicians; Draught persons and Building Inspectors; IT Service Delivery Occupations; Health Associate Professionals; Therapists; Social Welfare Associate Professionals; Protective Service Occupations; Artistic and Literary Occupations; Design Associate Professionals; Media Associate Professionals; Sports and Fitness Occupations; Administration and Secretarial Occupations; Government and Related Organisations; Finance; Communications; General; Secretarial and Related Occupations; Skilled Trades Occupations; Skilled Agricultural Trades; Metal Forming, Welding and Related Trade; Metal Machining, Fitting and Instrument ; Vehicle Trades; Electrical Trades; Construction Trades; Building Trades; Textile and Garment Trades Printing Trades; Food Preparation Trades; Skilled Trades NEC; Personal Service Occupations; Healthcare and Related Personal Services; Childcare and Related Personal Services; Animal Care Services; Leisure and Travel Service Occupations; Hairdressers and Related Occupations; Housekeeping Occupations; Personal Services Occupations NEC; Sales and Customer Services Occupations; Sales Assistants and Retail Cashiers; Sales Related Occupations; Customer Service Occupations; Process, Plant and Machine Operatives; Process Operatives; Plant and Machine Operatives; Assemblers and Routine Construction Operatives

Suite

Intercultural Working: Standards For Working With People From Different Countries And Diverse Cultures

Key words

communication, language, cultural awareness, stereotype, prejudice, cohesion, diversity, racism, respect

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