

Human Relations Task Force
Tuesday, November 5, 2013
Huntington Beach Central Library – B Room
6:45 pm

AGENDA

- I. Roll Call: Dagley, Dahman, Garrick, Johnson, Knowles, Lee-Goodman, MacDonell, Malik, Tyler**
- II. Welcoming Remarks by Joe Dagley, Chair**
- To include self-introductions by all members
- III. Public Comments: (Three minutes per speaker)**
Members of the public are invited to address the Task Force on items within its subject matter or jurisdiction. No action can be taken by the Task Force on this date.
- IV. Special Reports/Presentations:**
Fred Provencher, Chair of HB Reads, will provide an update regarding the 2014 book selection and program of events.
- V. Approve Minutes:**
Approve Minutes as presented from October 1, 2013 Dagley
- VI. Status Reports:**
- | | |
|---|------------|
| 1. Hate Crimes/Incidents for Oct 2013, inc. updates on prior crimes/incidents | Sgt. Winks |
| 2. Coordinating Council News/Activities | McDonell |
| 3. O.C. Human Relations News/Activities | Malik |
| 4. HB Reads 2014 News/Activities, to include discussion of possible joint opportunities | Dagley |
| 5. HRTF Donation Account Balance | Dagley |
- VII. Updates, Planning, and Possible Motions pertaining to the following events/programs:**
- | | |
|---|----------------|
| 1. Report from Ad Hoc Fundraising Committee | Dagley/Knowles |
| 2. Report from Ad Hoc Museum of Tolerance Trips Committee | Garrick/Tyler |
| 3. HRTF Student Representative Programs | Garrick |
- VIII. New Business and Possible motions pertaining to:**
- | | |
|---|-----------|
| 1. Follow-up research and possible program to identify school response to new anti-bullying laws | MacDonell |
| 2. Follow-up regarding possible program to purchase diversity books for school libraries on different ethnicities | Tyler |
| 3. Review and consideration of Community Leadership Award program criteria | Dagley |
| 4. Follow-up regarding presentation of Certificate to Police Chief | Dagley |
| 5. Upcoming Member Term Expirations | Kuhnke |
| 6. Report of Association of California Cities Training – “Communicating Across Cultures” | Kuhnke |
- IX. Task Force Member Comments:**
At this time, Task Force members may provide **brief reports and announcements** on items not specifically described on the agenda that **are of interest** to the group. **No action or discussion may be taken except to provide staff direction to report back or to place the item on a future agenda.**

Adjournment to:

Tuesday, December 3, 2013, Huntington Central Library, B Room at 6:45 pm

Deadline for items to be submitted for regular meeting is 11/21/13

*For information on the above meeting, please contact Elaine Kuhnke, Senior Administrative Analyst,
City of Huntington Beach at (714) 374-5307.*

Bringing Learning to Work:
**Communicating Across
Cultures**

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Communicating Across Cultures:
Overview of Session

- 1. Participate in a sensitivity training role play
- 2. Understand different styles of communicating in different cultures
- 3. Develop some best practices for communicating across cultures

Sensitivity Training Role Play Exercise

- Two cultures:
 - Alpha
 - Omega
- Please read but do not discuss the description of your culture
- Engage in the negotiation exercise, acting out the rules of your culture to the best of your ability

Alpha Omega Debrief

- o Alpha's View of Omega
- o Omega's View of Alpha
- o Are these reflective of our experiences when working with people who we experience as different to us?

Communicating Across Cultures: High vs. Low Context

High-Context Cultures

- o Rely heavily on situational cues for meaning
- o Countries included here: China, Japan, Mexico, Middle-Eastern

Low-Context Cultures

- o Meaning is derived from the written and spoken word
- o Countries included here: Germany, Switzerland, N. America, England

Contrasting High-Context & Low-Context Cultures



- High-Context**
- Establish social trust first
 - Value personal relations and goodwill
 - Agreements by general trust
 - Negotiations slow and ritualistic

- Low-Context**
- Get down to business first
 - Value expertise and performance
 - Agreement by specific, legalistic contracts
 - Negotiations as efficient as possible

Cultural Perceptions of Time

Monochronic

- Preference for doing one thing at a time. View time as limited, precisely segmented, and schedule driven.

Polychronic

- Preference for doing more than one thing at a time. View time as flexible and multidimensional.

Behavioral Guidelines: Communicating with Customers Across Cultures

- Assume differences in communication style and use of time
- Learn about and accommodate style of host culture
- Learn and accommodate style of customer's culture irrespective of country

Behavioral Guidelines: Communicating with a Diverse Workforce

- Assume differences in communication style and use of time
- Develop a strong organization culture
- Be explicit in descriptions of organization's culture and behaviors considered acceptable

