

A World of Differences


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Ctrl Culture Relations / Lausanne
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Graduate Institute Geneva
Thursday, November 2nd, 2017, 18:00 – 20:00

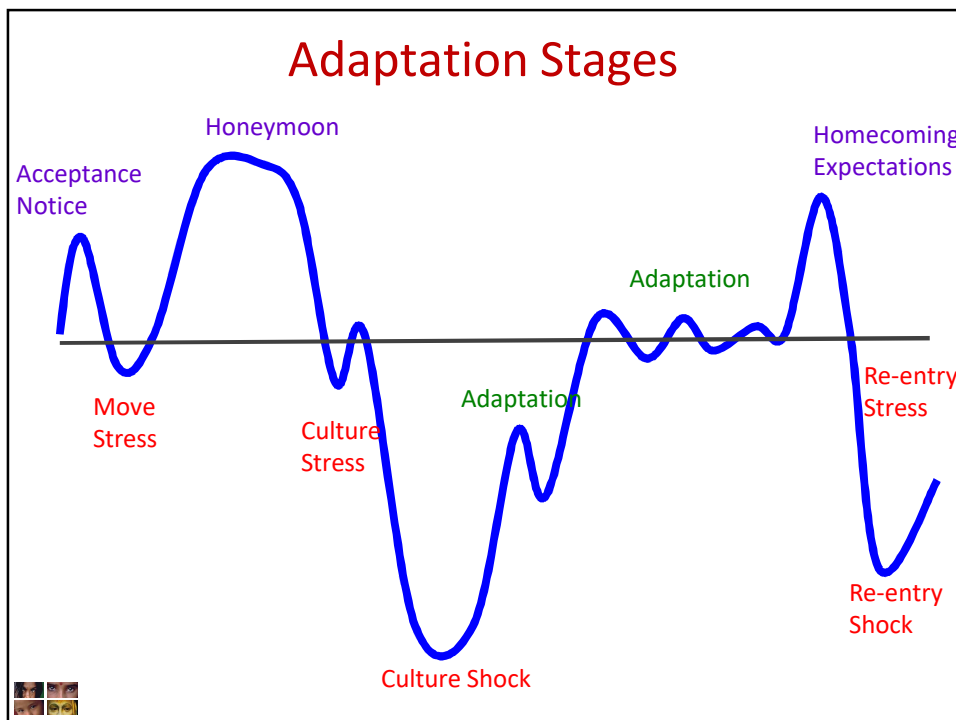


- Adaptation Cycle 
- Three Keys to smooth adaptation



1. Curiosity 
2. Knowledge 
3. Ask for help 





POSSIBLE Signs of Culture Shock

Feelings:

- Homesickness
- Isolation, loneliness
- Overwhelmed feeling
- Disorientation, confusion
- Depression, discouragement
- Defensiveness
- Exaggerated dependence
- Irritability
- Reduced self-confidence
- Restlessness, boredom



Behaviors:

- Withdrawal
- Inability to make decisions
- Loss of sense of humor
- Aggressiveness towards locals
- Overindulgence: food or alcohol
- Stereotyping of locals
- Compulsive cleanliness /messiness
- Ineffectual behavior
- Going native: rejecting own values



Physical Reactions:

- Physical ailments
- Loss of appetite, sleeplessness
- Lack of energy, excessive sleeping
- Unexplainable weeping
- Lack of physical motivation



Culture Shock

- “Culture shock returns us to the mental state of an infant.”

- *Geert Hofstede*



- Culture Shock is cumulative
- Expectations affect the experience



Managing Culture Shock

Be a culture detective

- **Be curious – ask “why”**
- Observe – pay attention to little details and clues
- Look beyond the situations
- **Gather information**
- Make sense of environment
- Recognize your own “cultural baggage”
- Be patient
- Be ready to deal with frustrations
- Never give up

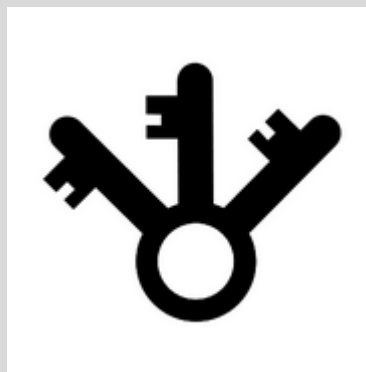


Take care of yourself

- Get involved
- Do take initiatives
- Adjust your lifestyle
- Stay physically healthy
- Have a sense of adventure
- Make friends with hosts
- **Ask for help**



Three Keys for a smooth adaptation



1. Curiosity



Curiosity ?



- “It matters not where or how far you travel – the farther commonly the worse – but how much **alive** you are”.

-- *Henry David Thoreau* (Philosopher, 1817 -1862)

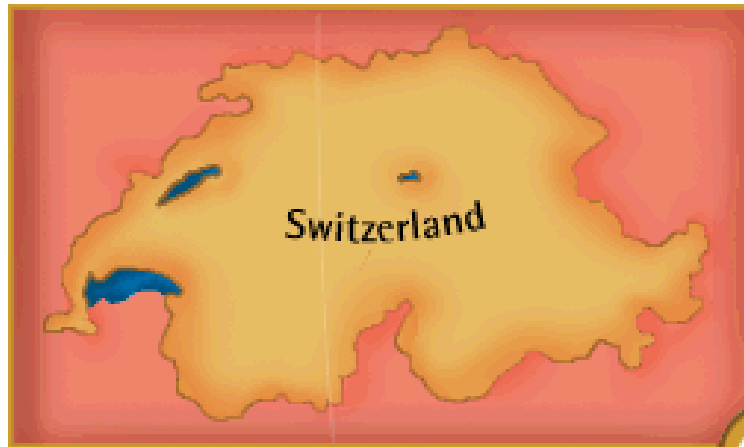


- “We don't see things as **they are**, we see them as **we are**.”

-- *Anaïs Nin* (French-Russian Author, 1903 -1977)



Different cultures perceive the world differently



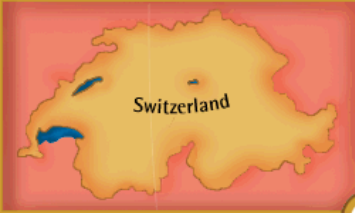
Groups of three

☹️

What **upsets** you most about Switzerland?
(negative impressions)


😊

What **surprises** you most about Switzerland?
(positive impressions)



Switzerland

Before you came, what were you most **looking forward to**, thinking about Switzerland ?




Different Cultures – Different Perceptions

Sundays on the Street

sonntags auf der Straße



周日在街上

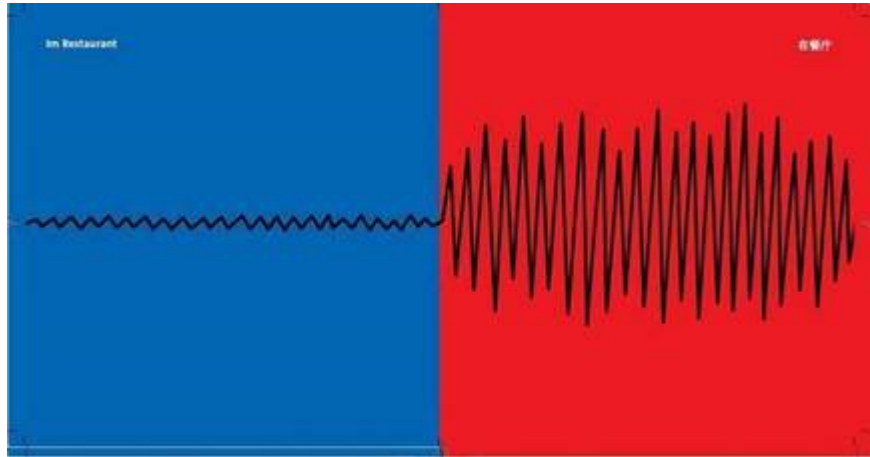


„East meets West“, - Yang Liu



Different Cultures – Different Perceptions

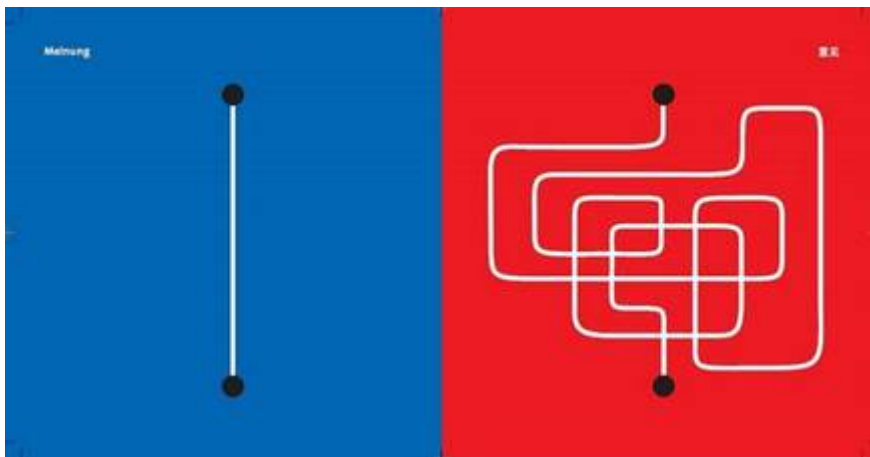
In the Restaurant



„East meets West,“ - Yang Liu

Different Cultures – Different Perceptions

Opinion



„East meets West,“ - Yang Liu



Different Cultures – Different Perceptions

The Tip



PARIS vs NEW YORK

Understanding ...



“To **understand** everything is to **forgive** everything.”



-- *Mme de Staël* (1766 - 1817)





WHY question
Looking for the good intention ...

- **D**
- **I**
- **E**

- **D**escribe
- **I**nterpret
- **E**valuate





D-I-E

- D** They are saying “Merci” / thank you much too often
- I** Automatism, not heart felt
- E** The Swiss are rude, impolite

- D** Shops Close Early
- I** Evening = family time
Night work – 150 % Salary
Social security. The Swiss population decided this rule
- E** The Swiss are lazy, too rich to work ...







2. Knowledge



Culture definition

- “Culture is the learned and shared **VALUES**, **BELIEFS**, and **BEHAVIORS** of a **GROUP** of interacting people.”
- Milton Bennett



Culture can be perceived in layers

Reflect on real people situation

Values are principles that govern our opinions, behaviors and decisions

Observable
What we perceive with the five senses. Observable behaviors.

Beliefs / Norms
*Practices my culture (and I) think are **RIGHT**. Expectations and Needs.*

Values
*Principles my culture (and I) think are **IMPORTANT**. Assumptions.*

Culture is a set of shared **values**, **beliefs**, and **behaviors**.


Beliefs / Norms

Norms "shoulds" "oughts"

What is right to do ...
Do's & Don'ts




Beliefs / Norms



"shoulds"
Norms "oughts"

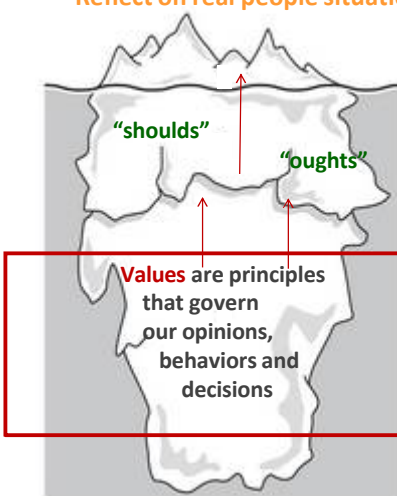
What is right to do ...
Do's & Don'ts

- **MUTUAL** respect (at times perceived as rule orientation ...)
Respect others, respect education, respect rules ...
- **Proper behavior** – independent on if we know the person or not
→ **Bonjour** → **S'il-vous plait** → **Merci** → **Au revoir**
- **Table etiquette** (santé, bon appétit, all together, little noise)
- **Greetings:** Shaking hands or kissing? Vous / tu, Family name...
- **Neighbors** ... are just neighbors...
- **Sundays** ... (Quality time day – refrain from work, outdoor silence)
- **Recycling, shopping, crossing the street** ...



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"shoulds" "oughts"


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Switzerland.

OUR FUTURE STARTS TODAY

RECYCLING

The Swiss are world champions.

96%

of glass

86%

of steel

91%

of tin cans

83%

PET bottles


70%

of batteries

128,000 t of electronic appliances

60,000 t of textiles and shoes

160 kg of wastepaper is collected per person per year.

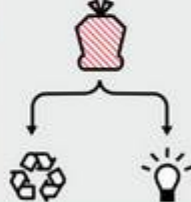


COMPOST

1.3m tonnes of organic waste is produced annually; approx. 300,000 tonnes is composted by private individuals.

0%

of communal waste is dumped in landfills; 50% is recycled and 50% converted to energy in incinerators.



2015 © FDFA, PRS / Sources (2014): Federal Office for the Environment (FOEN), Swiss Recycling / For more visit aboutswitzerland.org

Recycling and composting in Switzerland (DFAE)



Values ... *In general, in Switzerland*




- **Reliability** → Do what you say, and say what you mean.
Meet deadlines. Keep promises.
No = No. Yes = Yes.
- **“Swiss Made”** → Quality. Accuracy. Excellency. Detail orientation.
Go for no less than 110 %.
- **System trusting** → Slowly ... but SURELY. Equal and fair treatment
for all. Reliability.
- **Individual responsibility:**
Autonomy, independence ...
Take charge (and ask for help)




3. Ask for *HELP*




Student Support and Wellbeing







Danièle Avanthay
Head of Student Services




Eliane Minassian-Kellermann
Deputy Head Student Services




Kasia Wasiukiewicz
Financial Aid Advisor




Deborah Kestener
Coordinator Alumni Relations & Career Services




James Sellaro
Interdisciplinary Master Programme Manager




Gwenaelle Roche
Master & PhD Programme Manager



Carine Roux
PhD Programme Manager



Dr Laurent Neury
Academic Adviser




Make an appointment with a psychologist

Emergency numbers




Marion Aufseesser
Personal counselor



Welfare Committee
The Welfare Committee of the Graduate Institute



DIVISION DE LA FORMATION ET DES ÉTUDIANTS
Université de Genève > DIFE > Santé Social
PÔLE SANTÉ SOCIAL




„Believe what you see and lay aside what you hear.“ Arabian proverb




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Fundamental intercultural bibliography



Swiss Culture:

- **BEWES, Diccon** – “Swiss Watching” - Nicholas Brealey Publishing; 2012
- **MAYCOCK, Kendall** – “Switzerland - Culture Smart!: the essential guide to customs & culture: A Quick Guide to Customs and Etiquette”, Kuperard, 2006
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