

TsaiComms

Intercultural Tools for Business Success

Exploring Values Differences

A Special Workshop for

CARCD

Facilitated by:

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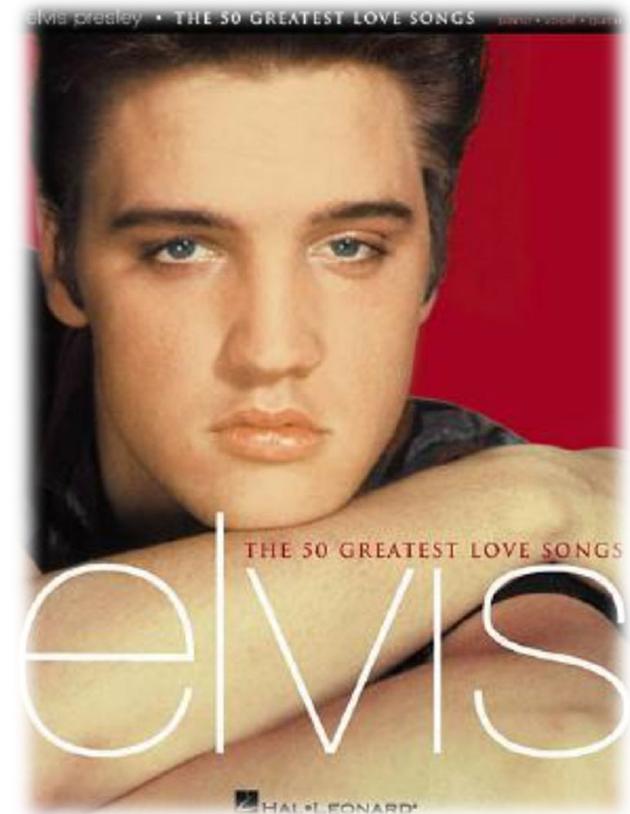


Workshop Goals

- Our own values affect the way we perceive ourselves and others
- Understanding values leads to greater understanding and learning
- To be aware about how we each interpret and act on our values
- How differences in values may cause misunderstanding

*“Values are like fingerprints.
Nobody’s are the same, but
you leave ‘em all over
everything you do.”*

– Elvis Presley



What are Values?

- Deeply held beliefs among individuals & groups:
 - ✓ Good/right/normal vs. Bad/wrong/abnormal
 - ✓ Cognitive (believe, think)
 - ✓ Affective (feel)
 - ✓ Behavioral (act)
- Develop early in life
- Unconscious
- Can change over time
- Conflict is caused by differing ways of how we demonstrate our values

Examples

Value	Behavior 1	Behavior 2
Family	<p>All live together</p> 	<p>Lives separately, communicates regularly</p> 
Financial Security	<p>Invests in stock market / funds</p> 	<p>Saves \$\$ in bank</p> 

Different Perceptions of Values

My Value	How Might Others Perceive It?
Playfulness	
Control	
Curiosity	

We judge ourselves by our values and others by their actions.

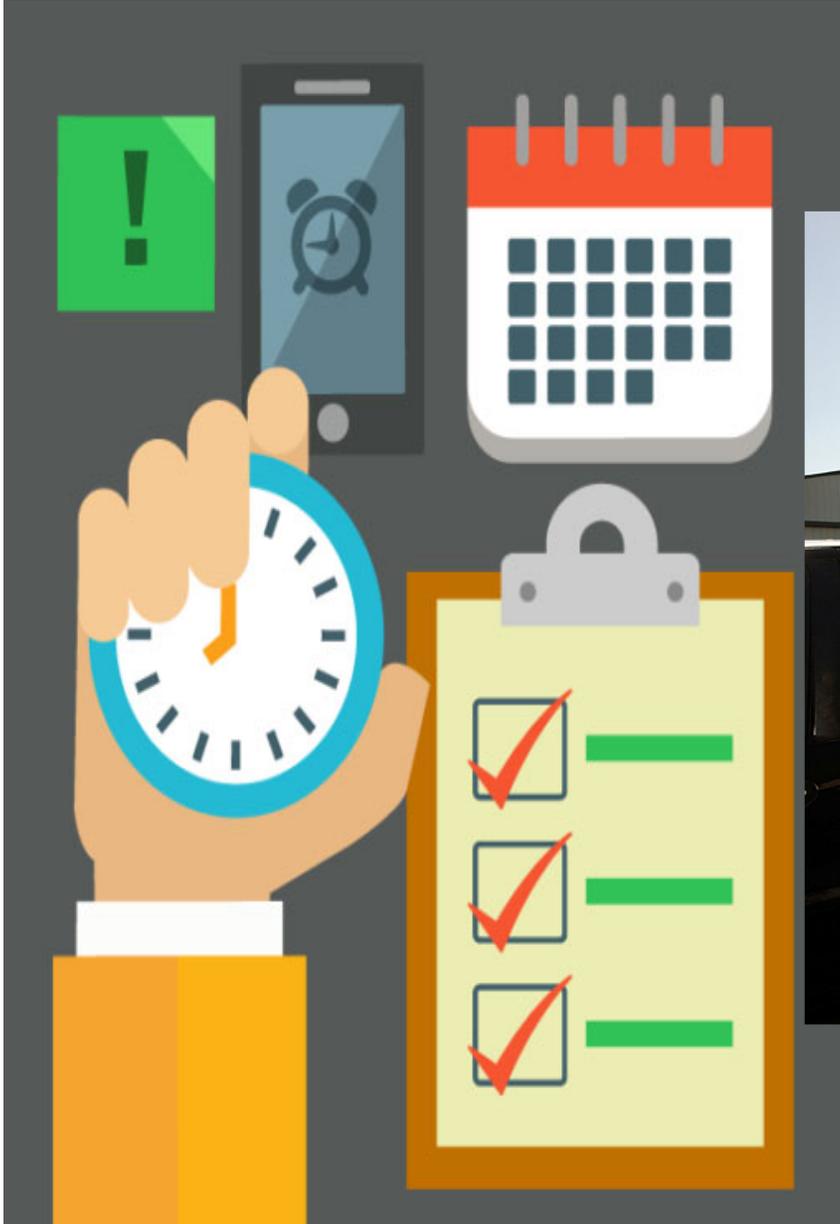
Values that Influence Behavior

1. Directness vs. Harmony
 2. Transactional vs. Interpersonal
 3. Individualism vs. Collectivism
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Directness vs. Harmony (Face)



Transactional vs. Interpersonal



Individualism and Collectivism

***UBUNTU =
“I am
because
we are”***



An anthropologist proposed a game to the kids in an African tribe. He put a basket full of fruit near a tree and told them that whoever got there first won the sweet fruits. When he gave them the signal to run they all took each other's hands and ran together, then sat in a circle enjoying their treats. When he asked them why they chose to run as a group when they could have had more fruit individually, one child spoke up and said: "UBUNTU, how can one of us be happy if all the other ones are sad?"

'UBUNTU' in the Xhosa culture means: "I am because we are"

Personal and Team Values Activity

Goals:

- Our own values affect the way we perceive statements and how we participate in conversations
- Listening to others leads to greater understanding about where values come from
- Understand how we each interpret and judge ourselves and others

Personal Values Instructions

- Pick 5 of your top PERSONAL values from the list. Circle these on your list.
 - Think of the behaviors/actions that show up when you demonstrate these values.
 - Share your top 5 values with your table mates and how you demonstrate these values at work
 - Notice any similarities and differences in values
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Team Values Instructions

- Pick 5 of your top Team values from the list. Put a * on these 5 on your Values List.
- Describe the behaviors/actions that show up when you demonstrate these values.
- Compare your team values with your personal values. How are they similar?
- Discuss your observations with your team/table mates noting similarities and differences

Reflection

- Compare your two sets of values.
 - Answer the questions and discuss at your table:
 - How do my personal values compare with my organization's values and my team values?
 - How do my personal values compare with the values of the people we serve?
 - Which of the team values do I have in common with my team members?
 - What are the behaviors we can all agree on that are associated with each of our team values?
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Conclusions

1. Our own values affect the way we perceive ourselves, others and how we show up
2. The stronger our values are, the more difficult it may be to change, unlearn and/or see alternatives
3. Misunderstanding and conflict occur when we have differing values
4. Understanding our own and our team's values helps us navigate across differences

Free Write / Reflection

1. What did you learn about Values?
2. What will you do differently because of what you learned?

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Thank you!

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