



IMI BizLabs Conference

Create The Competitive Edge

Cultural Diversity: Driving Organisational Success

Forum Theatre

Move people from being passive observers into actively taking part in how things should be and ultimately empower them to take a greater amount of control over a situation.



Anti-model of a 'Performance Review' situation



1) Recognize the different cultures in your organisation

2) Understand why different cultures have different attitudes

3) Adapt your own style and behavior in order to optimize the efficiency of the meeting/review



Polish

- Used to an autocratic management style
- Expect to be told what to do
- Open & direct communication style
- Punctual
- Hard Working
- Managers are to be addressed by sir and last name

Nigerian

- Used to an autocratic management style
- Expect to be told what to do
- Don't look directly into eyes of superior
- Over 250 different languages/ cultures.
- Being late is common
- Leisure time is important
- Managers are to be addressed with sir/ last name

Chinese

- Used to an autocratic management style
- Expect to be told what to do
- Parents, teachers and bosses must all be obeyed.
- Confrontation is avoided
- Rarely say no – they only hint at difficulties.
- Respect for hierarchy is extremely important

Irish

- Management Style is Democratic
- First name commonly used
- Sarcastic about authority
- Friendly
- Attitudes towards deadlines are relaxed
- Eye contact of utmost importance

We all think that our culture is the normal one. More to the point we all think that we have no particular culture. Only the ones that don't act the way we do have a culture





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