



GlobalPAD CPD Tools

Intercultural Learning through Journaling

The DIARy Tool

Developing **Behavioural Flexibility** in
Intercultural Encounters (v.1)

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This template can be used freely with acknowledgement. Please reference:

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<http://www2.warwick.ac.uk/fac/soc/al/globalpad/openhouse/interculturalskills/>

Intercultural Learning through Journaling

The DIARy Tool

Developing Behavioural Flexibility in Intercultural Encounters

The aim of this journaling tool is to help you develop *behavioural flexibility* so that you can adjust your behaviour, as needed, when living, studying and/or working in culturally unfamiliar contexts. To develop this aspect of intercultural competence, you need to be able to:

- ✓ Discern cultural patterns of behaviour;
- ✓ Identify any differences that you want/need to adjust to;
- ✓ Be sensitive to any hindrances in adjusting your behaviour;
- ✓ Develop strategies for increasing your behavioural flexibility.

On the following pages, you will find a set of steps, the DIARy Tool steps, that will help you in this process. The journaling tool draws significantly on the work of Andy Molinsky which he describes in his book *Global Dexterity* (2013, Harvard Business Review Press). We recommend that you read his book to understand the learning steps in more detail.

Use the **DIARy** prompts for your IC Journal!

- ✓ **D**iscern any different cultural patterns.
- ✓ **I**dentify your personal behavioural challenges.
- ✓ **A**adjust your thinking and behaviour.
- ✓ **R**efine your personal adjustments.

The DIARy Tool¹

1. *Discern* cultural patterns



A vital first step on the journey to intercultural competence/effectiveness is building your expertise in *discerning* cultural patterns. This entails:

- Looking and watching carefully all that happens around you;
- Listening attentively to what people say;
- Learning as much as you can about your new context.

To do this systematically, you may find the following chart helpful. Try filling in the various sections with any differences that you have noticed.

<i>3Ps of Culture</i> <i>Life Domains</i>	Products	Practices	Perspectives
Daily Life			
Work/Study Life			
Social Life			

¹ Use this DIARy tool as a template for writing about your intercultural challenges and learning progress.



2. *Identify* your personal cultural challenges

Prioritise your Challenges

Not all cultural differences are necessarily important or difficult to adjust to, so it's best to focus on those that are particularly challenging for you personally. List here the cultural patterns that are priority challenges for you:

Reflect on your Priority Challenges

Consider how you feel about adjusting your behaviour to fit in with the cultural patterns you've listed:

- Do you feel comfortable in adjusting your behaviour?²
- Do you feel you have the skills to adjust your behaviour?³

Andy Molinsky⁴ suggests placing each of your priority challenges in one of the four quadrants:

		Do I feel comfortable performing this behaviour?	
		Yes	No
Can I perform the behaviour successfully?	Yes		
	No		

² Is the new behaviour compatible with your cultural values and beliefs?

³ Do you feel you have the knowledge and skills to adapt your behaviour?

⁴ Molinsky, A. (2013) *Global Dexterity*. Boston: Harvard Business Review Press, p.135.

3. **Adjust** your thinking and behaviour



a. Dealing with your comfort challenges

If you feel uncomfortable about changing a particular aspect of your behaviour, think through the following questions and note down your thoughts:

- 1) What personal goals could be achieved better if you adjusted this aspect of your behaviour?
- 2) Think about the range of issues or principles that are important to you. How could you promote any of them by adjusting this aspect of your behaviour?
- 3) How could the behaviour that you find uncomfortable be explained logically from the other person's perspective?

b. Dealing with your competence challenges

If you find it difficult to adjust your behaviour because you're not sure how to do it, try starting with small but personally meaningful adjustments.

Note down some ideas here:



4. *Refine* your personal adjustments

a. Monitor your progress

For each of your adjustment challenges, monitor how (a) comfortable and/or (b) competent you feel in adapting your behaviour. Note down any difficulties you're still experiencing.

b. Get help from others

- Look for someone who could be a model for you – someone whom you can watch carefully and from whom you can pick up new strategies and ideas.
- Find someone who can act as a mentor to you.

Note down your experiences of getting help from others.