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**CIEE BridgeUSA Host Forum**

# ENGAGING FRONT- LINE MANAGERS AND DOMESTIC STAFF

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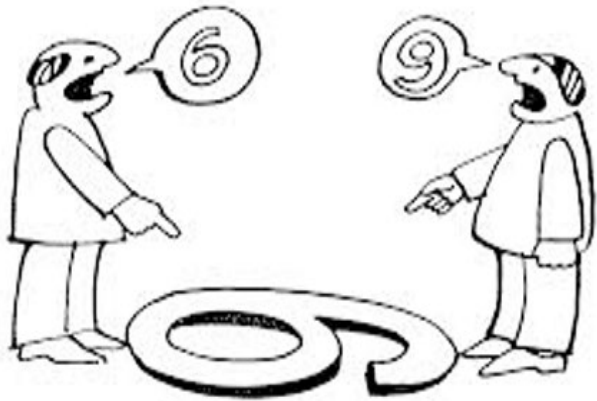


# IMPACT STARTS WITH THE FRONT LINE

**How will you train the trainer?**

# DIVING DEEPER INTO CULTURE: USING THE D.I.V.E METHOD

# INTERCULTURAL COMPETENCE



- The ability to communicate and behave **effectively** and **appropriately** with people from other cultures
- Empathy and perspective-taking!



WHAT DO  
YOU SEE?



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# WHAT DO YOU SEE?

## D. - Describe

- ✓ Girl sitting on table
- ✓ Looking at phone
- ✓ Wearing black shoes
- ✓ Lots of paper on and around the desk
- ✓ Wearing a ring
- ✓ Black cloth around waist

## I. - Interpret

- ✓ Wearing a uniform
- ✓ Texting friends
- ✓ On a break, away from customer view
- ✓ Daughter visiting your office
- ✓ Employee in the HR office
- ✓ Friend waiting for a friend
- ✓ Young person

## E. - Evaluate

- ✓ Lazy
- ✓ Socializing when she should be working
- ✓ Inappropriate
- ✓ She looks happy
- ✓ Misplaced

# D.I.V.E. METHOD

## Describe

Describe what you see, sticking to objective and observable Facts.

## Interpret

Think of the various interpretations or explanations of what is happening, or any assumptions you have about what you described.

## Evaluate

Judgements or emotional responses to the situation. Decide what value they have to you or how you feel about the situation now that you have more information.



# SCENARIO

You are a supervisor of a number of CIEE participants. You call Sara, from Spain, to meet with you that afternoon to discuss some minor performance issues. She arrives to the meeting a few minutes late and brings a friend, Jamie, who is another Spanish participant, into your office with her.

# WHAT DO YOU SEE?

**Description**

- Sara is from Spain
- Arrives a few minutes late
- Arrives with Jamie who is also from Spain

**Interpretation**

Sara is not confident about her language skills and invited her friend Jamie who speaks English well to help her understand what her boss is telling her.

**Interpretation**

Sara is accustomed to working through issues with family and friends.

**Evaluation**

Sara is resourceful and committed to focusing on her performance and succeeding in her role

**Evaluation**

Sara is not independent enough and she will need extra help all summer.

**Evaluation**

**Evaluation**

# D.I.V.E. METHOD

## Describe

Describe what you see, sticking to objective and observable Facts.

## Interpret

Think of the various interpretations or explanations of what is happening, or any assumptions you have about what you described.

## Verify

Verify whether our interpretations are correct or not with one or more “(cultural) informants.” These are reliable people or sources with insights into the culture(s) or situation.

## Evaluate

Judgements or emotional responses to the situation. Decide what value they have to you or how you feel about the situation now that you have more information.



**Verify with  
Cultural  
Informants**

# ASK A DESCRIPTIVE OR EVALUATIVE QUESTION

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# GROUP BRAINSTORM

- What did you do in 2022 to help bridge the domestic and international staff?
- What worked? What didn't work?
- Do you have new ideas you want to implement in 2023?



# START TODAY LITTLE THINGS CAN GO A LONG WAY

Fun Fact:

We have 50 students coming from the country of Turkey. Turkey is famous for its Turkish Coffee- and I can tell you it is delicious!

**What is Turkish Coffee?** Turkish coffee is a method of coffee preparation that originated in Middle Eastern and European countries, including Turkey, Iran and Greece. It's made by combining finely ground coffee beans with water (and often sugar) and bringing the liquid to a frothy foaming stage, just below boiling. Turkish coffee is traditionally brewed in a pot called a **cezve** — though any small pot will do. After it reaches the desired stage, the brew — including the coffee grinds — is distributed into cups.

The coffee grind powder sinks to the bottom of the cup and the remaining liquid is consumed. Leaving the coffee unfiltered results in a much **higher caffeine** concentration compared to other preparation methods. Turkish coffee can be served unsweetened but is usually prepared with moderate amounts of **sugar**. The spice cardamom is another common addition to Turkish coffee.

İyi günler! (Turkish for Have a nice day!)

**THANK YOU!**