



FORSTOD *DU*, HVAD DE SAGDE?

Kulturel intelligens og diversitet i
globale samarbejder



Behandl andre som du selv vil
behandles



Adobe Stock | #161918167

Behandl andre som de vil behandles

... og det kræver kulturforståelse

Signe Ørom

- Boet i udlandet i 10 år
- 13 år som konsulent indenfor kulturel intelligens og diversitet og inklusion
- Ph.D. indenfor kultur og sprog
- Deltidsforsker på Københavns Universitet
- Forfatter til bøgerne “Forstod *du*, hvad de sagde? Kulturel intelligens og diversitet i globale samarbejder” og “Did *You* Get The Point? Cultural Intelligence and Diversity in Global Collaboration”



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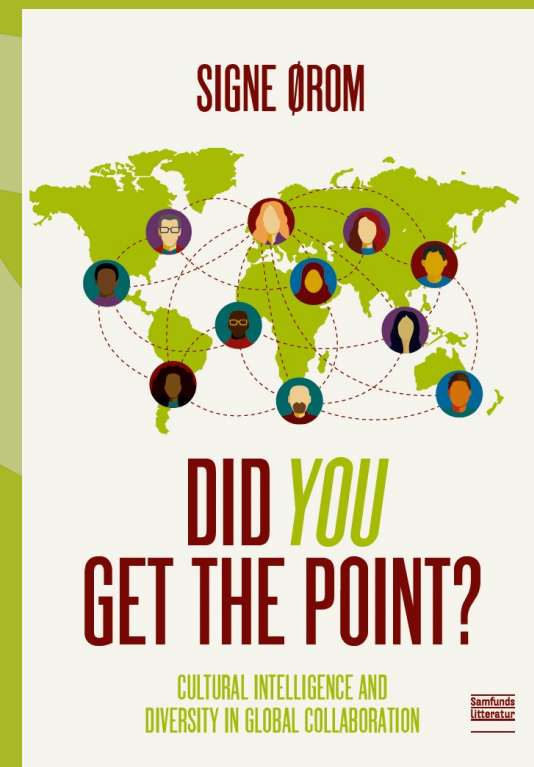
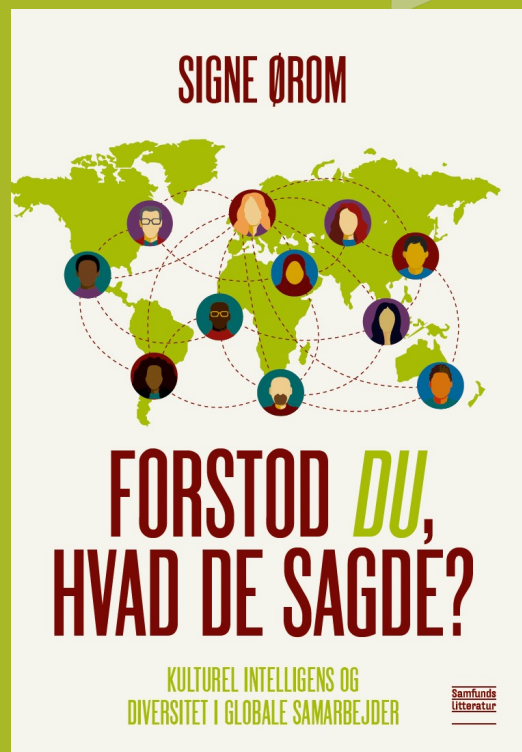
”Forstod du, hvad de sagde?”

eller

”Did You Get the Point?”

Brug koden

Signe1122





I 2022

42,5%

af verdens arbejdende befolkning arbejder på tværs af kulturer

Den kulturelle DIVERSITETS BONUS

Hvilke fordele er der ved at arbejde i en multikulturel gruppe?



Den Kulturelle Diversitetsbonus



30 % bedre performance
36 % mere innovation

Kulturel Diversitet = Innovation & Performance

Kulturel diversitet + CQ = Innovation & Performance

COQ

CQ

Evnen til at kommunikere og interagere effektivt og inkluderende på tværs af diverse kulturelle normer og personlige og kulturelle præferencer

De 4 kompetencer for kulturel intelligens



CQ-hjerne



CQ-hjerte

Personlige strategier



CQ-øje

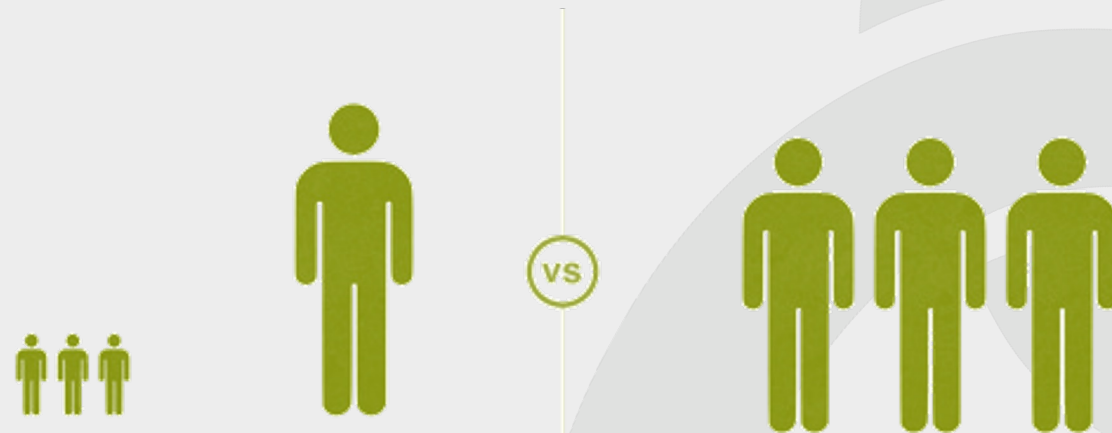


CQ-muskel

GLOBAL COCKTAIL PARTY



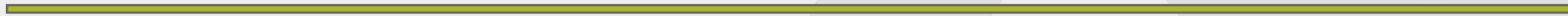
Power Distance



Power Distance

Egalitarianism

Hierarchy

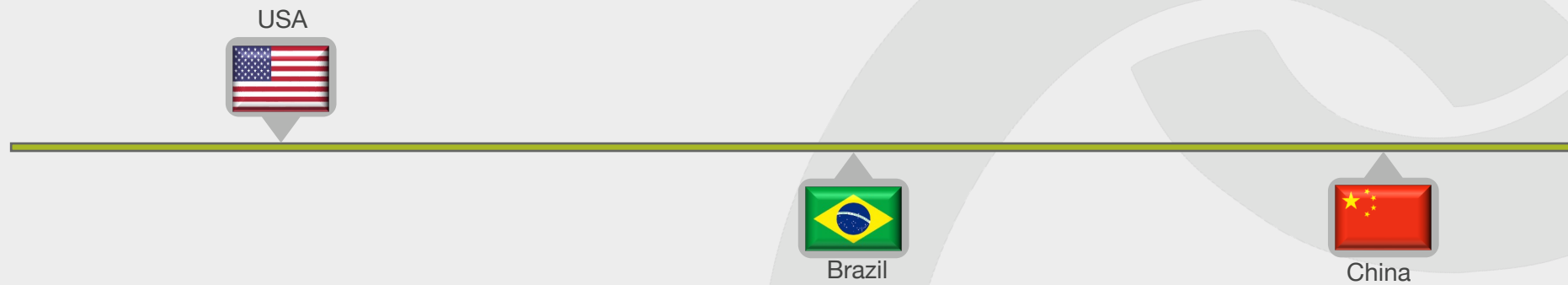




Power Distance

Egalitarianism

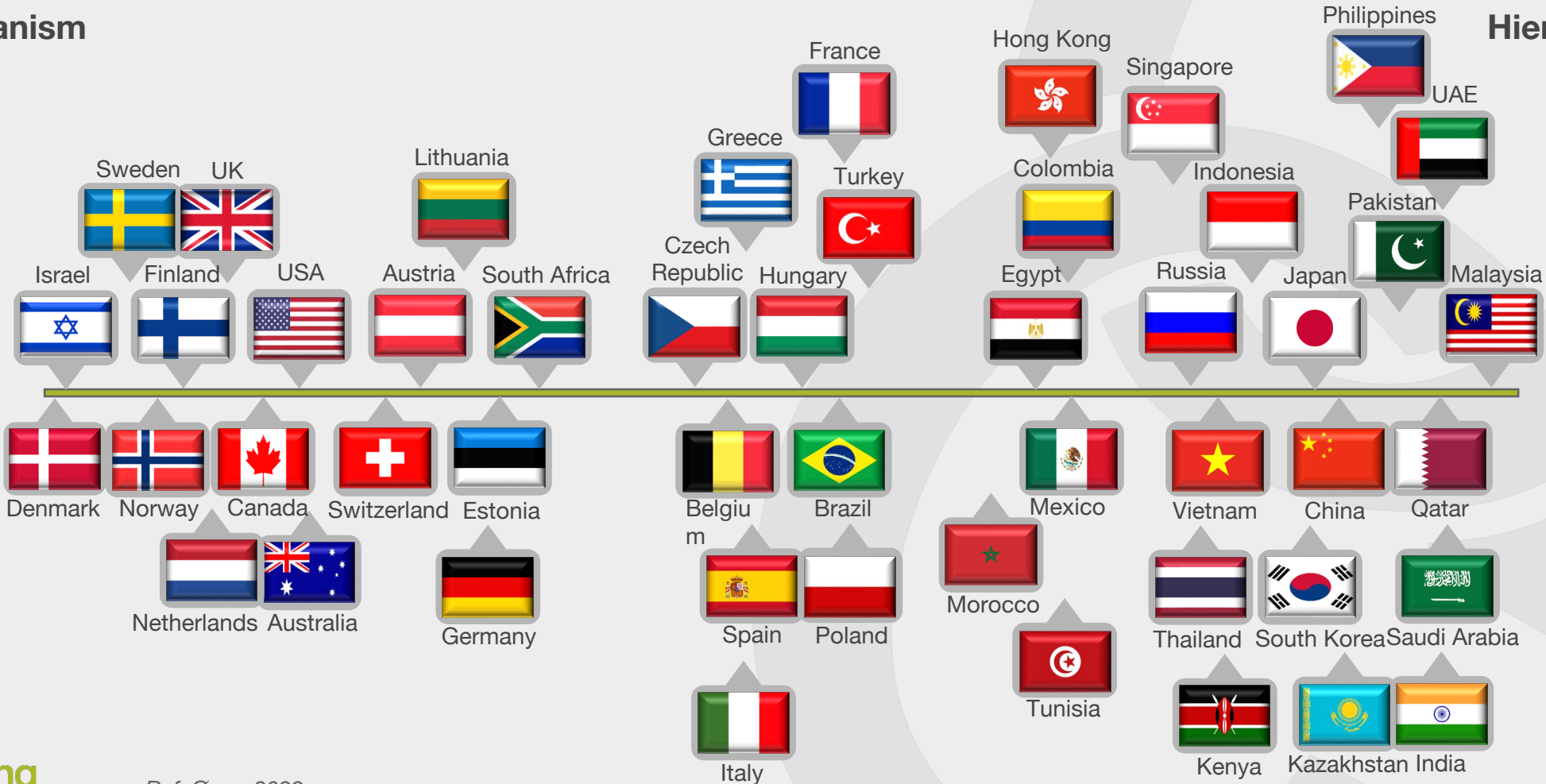
Hierarchy



Power Distance

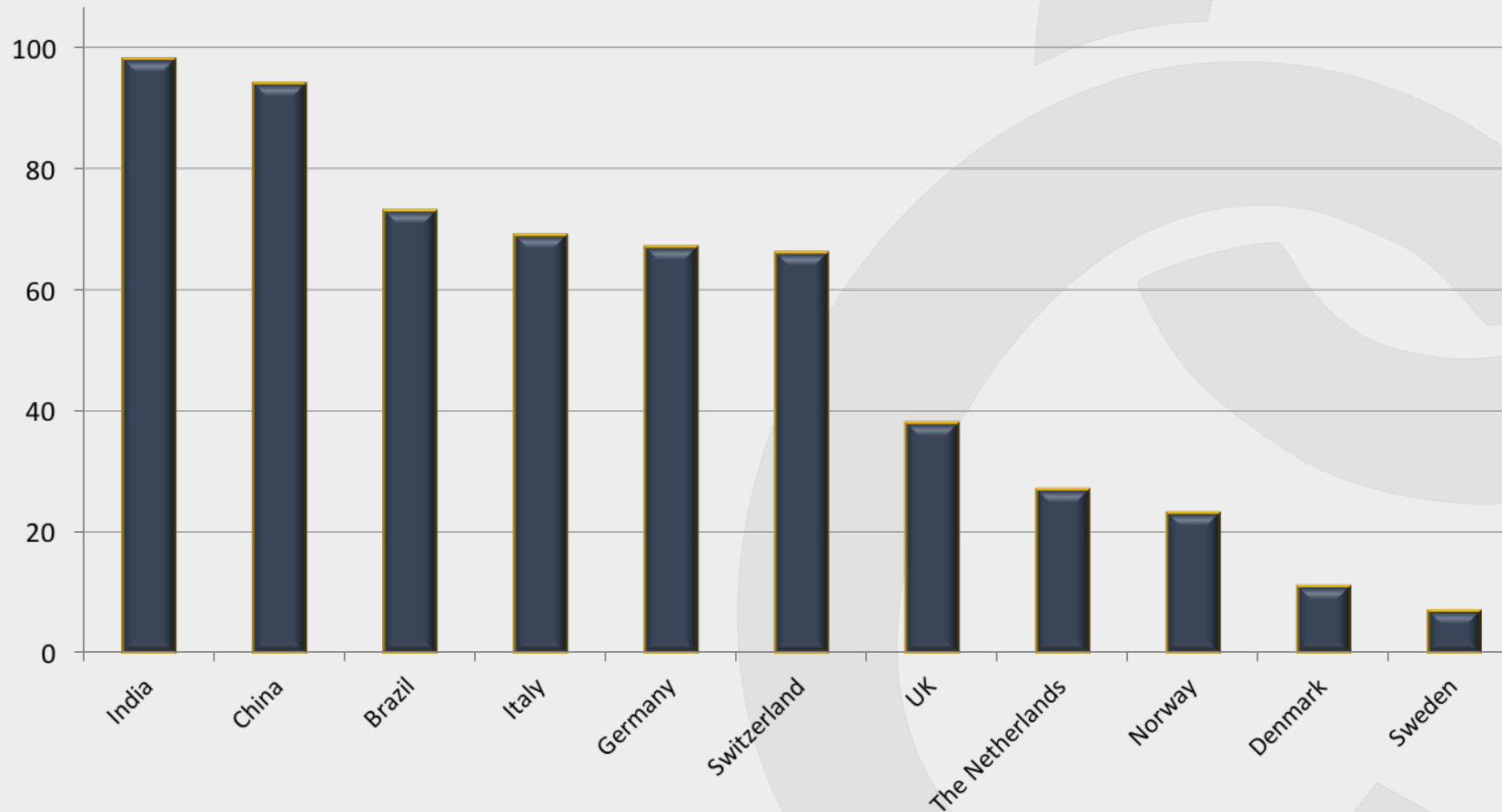
Egalitarianism

Hierarchy



“Is it important that a manager has the answer to a question an employee asks?”

“Is it important that a manager has a concrete answer to a question an employee asks?”



Ref: Time Magazine 2016

A photograph of a man and a woman in business attire. The man, on the left, has a beard and glasses, wearing a dark blue suit jacket, white shirt, and dark tie. The woman, on the right, has long dark hair and is wearing a white blazer over a light blue striped shirt. They are both smiling and looking at each other, suggesting a positive professional interaction. The background is a bright, out-of-focus office environment.

Lederens rolle er at coache

—

Ansvar og beslutningskompetencen er
uddelegeret

Proaktive og selvkørende medarbejdere





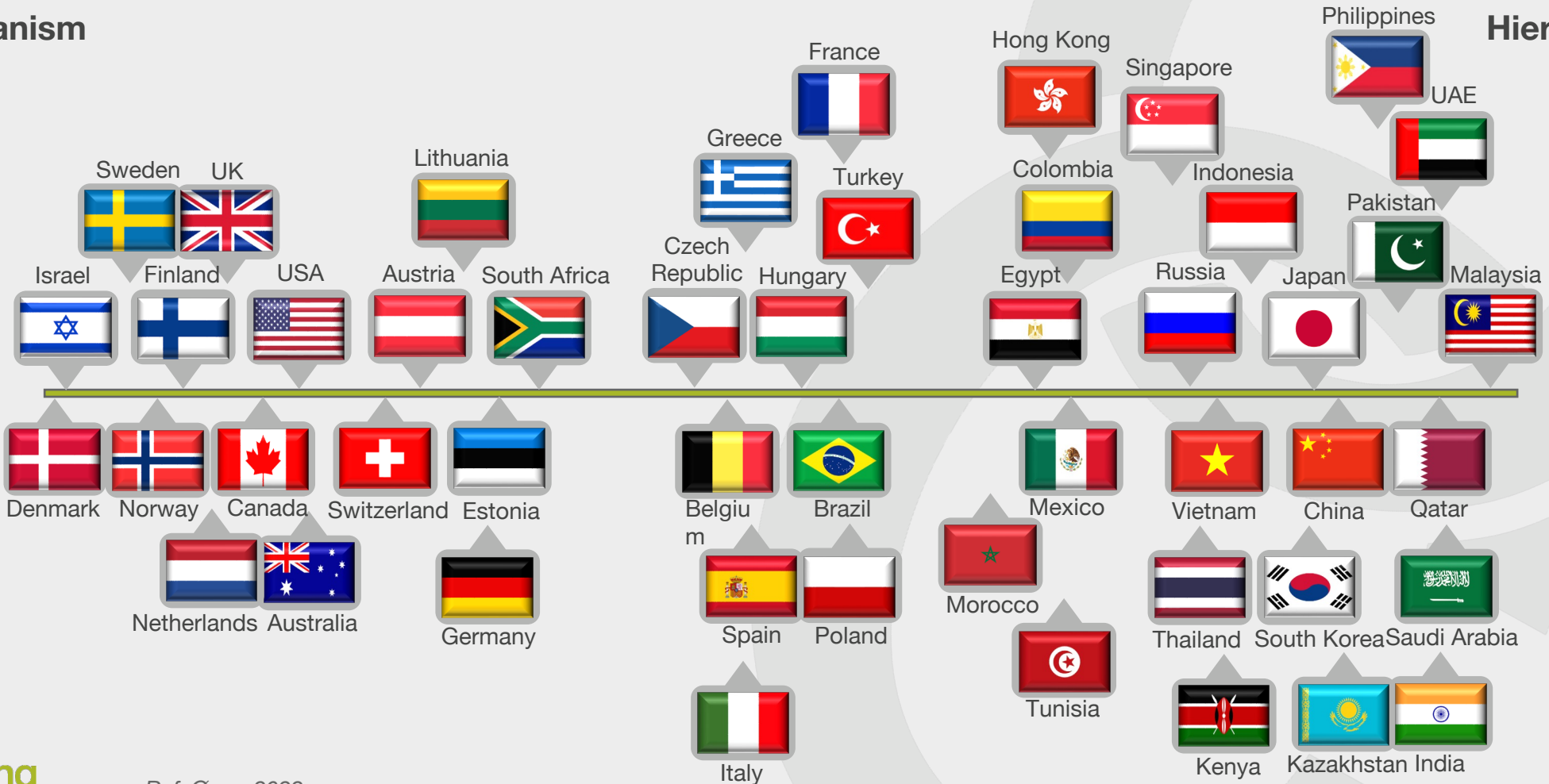
En hierarkisk leder giver tydelige instruktioner

Det er tegn på respekt at vente på lederens instruktioner

Power Distance

Egalitarianism

Hierarchy



Ref: Ørom 2022

Verdensrekord: Det fladeste (mest egalitære) land



Det lille land med de spøjse verdensrekorder



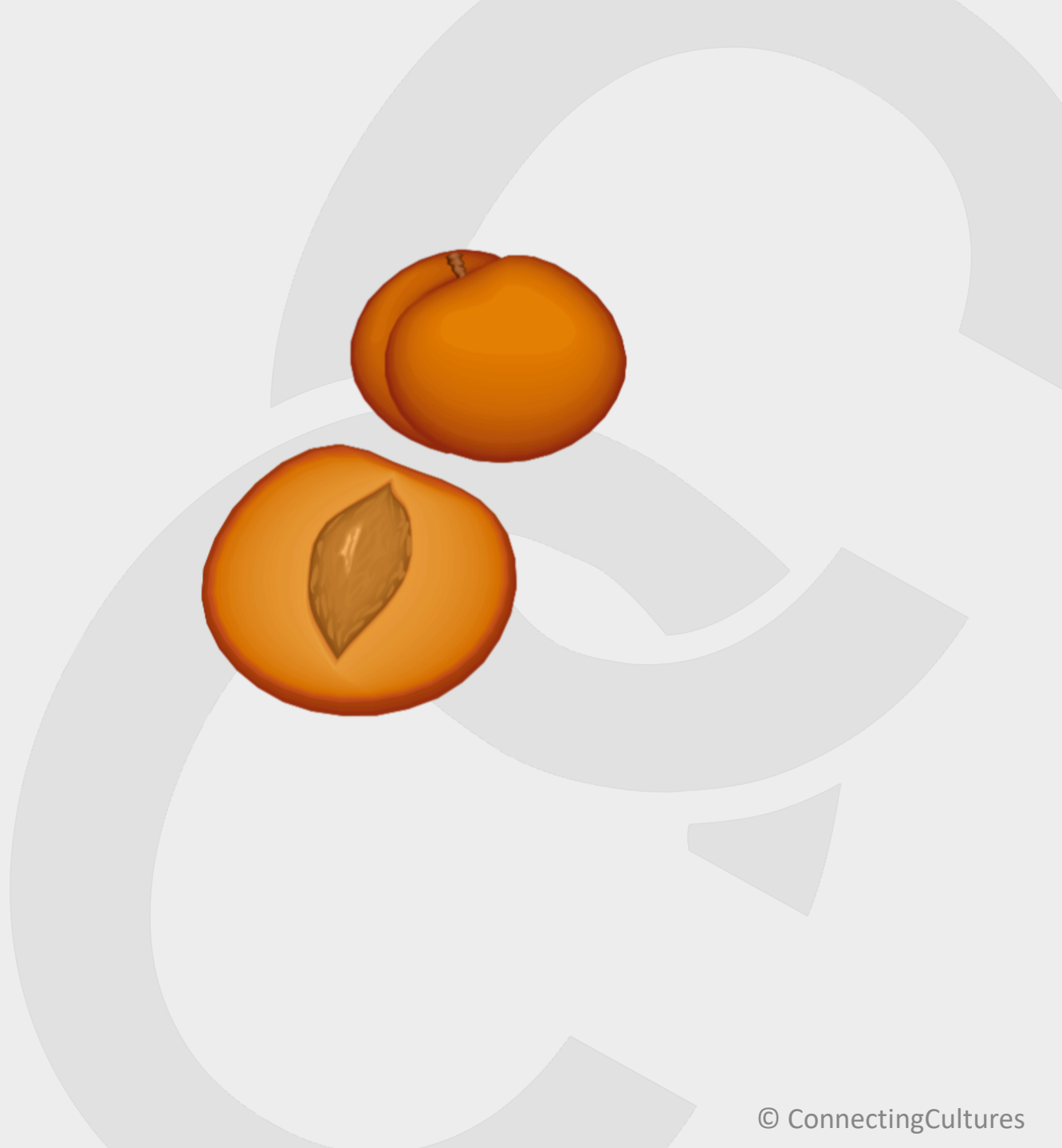
Har Danmark andre verdensrekorder?
På hvilke måder skiller dansk arbejdskultur sig ud?
Hvad overrasker internationale?



Har Danmark andre verdensrekorder?
På hvilke måder skiller dansk arbejdskultur sig ud?
Hvad overrasker internationale?



1. Det "fladeste" land i verden
2. Det land i verden med højest tillid
3. Det land i verden med færrest gelotofober



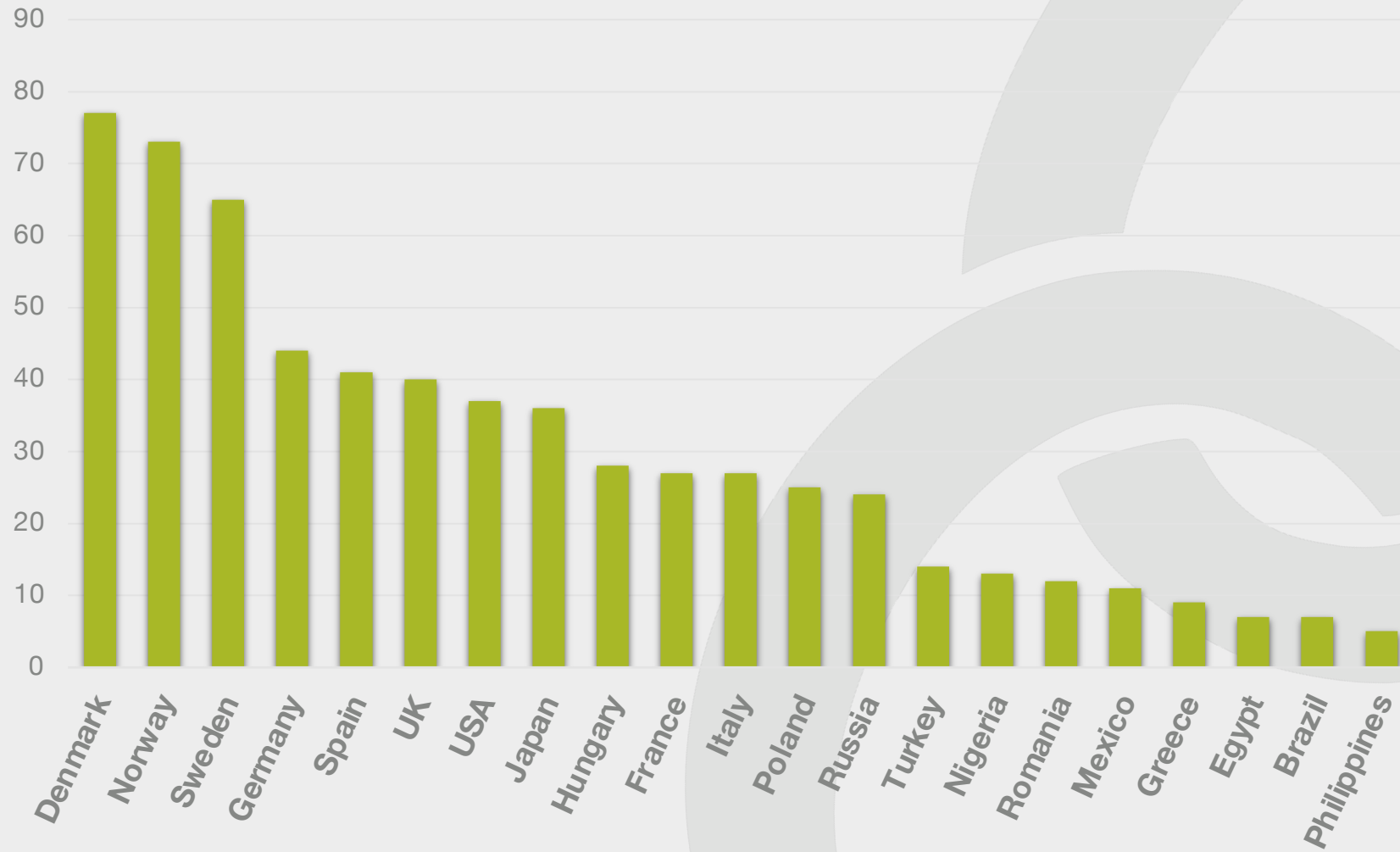


Verdensrekord:

Det land i verden med den højeste grad af generel tillid

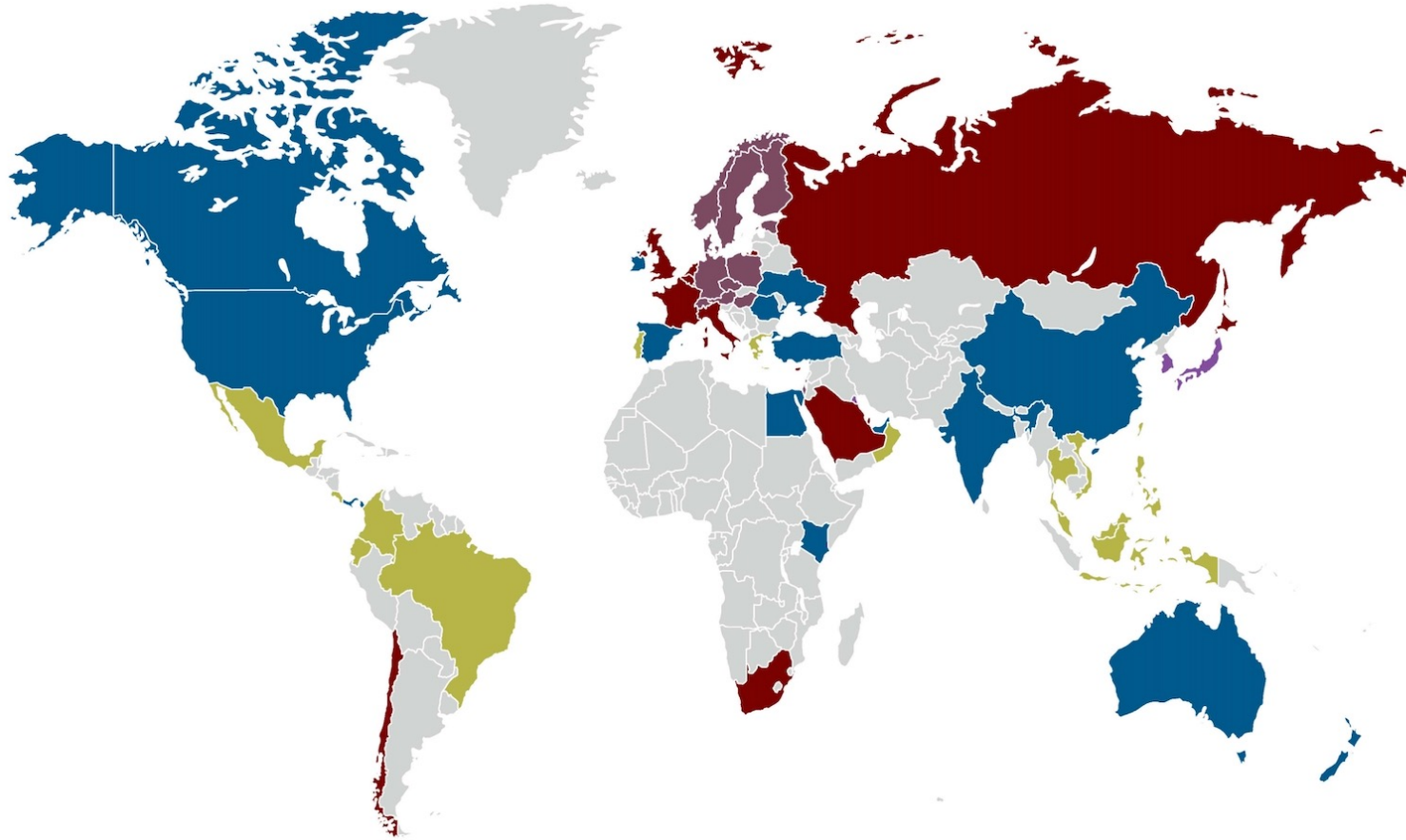


Tillid i samfundet



Ref: World Values Survey 2017-2020

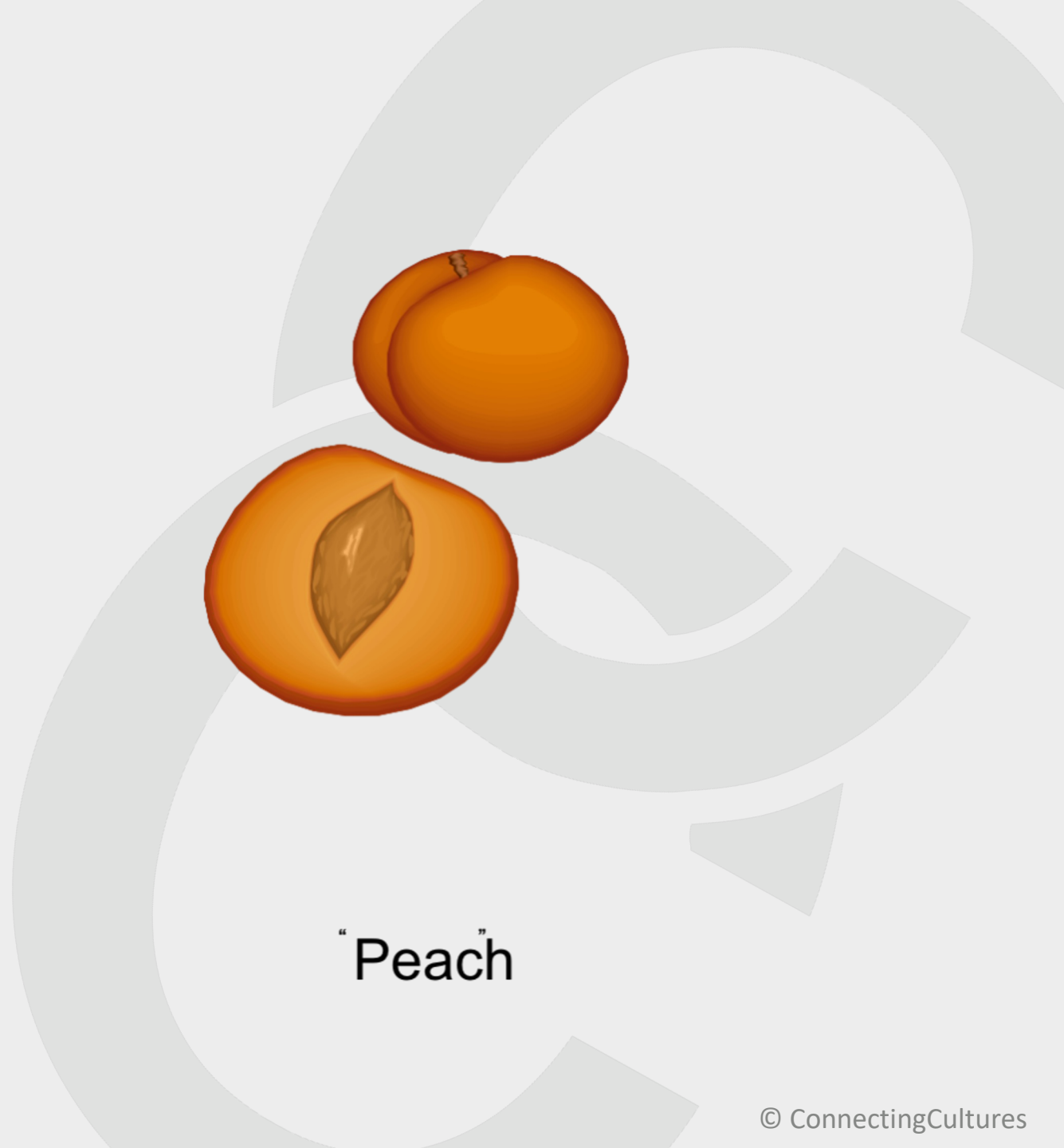
Det venligste land for expats



1 Taiwan	11 Ecuador	21 UAE	31 Cyprus	41 Luxembourg	51 Estonia	<ul style="list-style-type: none"> ■ Most friendly countries ■ Second most friendly countries ■ Second least friendly countries ■ Least friendly countries
2 Mexico	12 Vietnam	22 Ukraine	32 Saudi Arabia	42 France	52 Germany	
3 Costa Rica	13 Thailand	23 India	33 Malta	43 Hong Kong	53 Norway	
4 Oman	14 Bahrain	24 Australia	34 Great Britain	44 Chile	54 Switzerland	
5 Colombia	15 Malaysia	25 Egypt	35 South Africa	45 Russia	55 Czech Republic	
6 Portugal	16 Ireland	26 Romania	36 Qatar	46 Japan	56 Sweden	
7 Indonesia	17 New Zealand	27 Türkiye	37 Belgium	47 Hungary	57 Denmark	
8 Greece	18 Canada	28 Panama	38 Singapore	48 Poland	58 Austria	
9 Philippines	19 Kenya	29 USA	39 Italy	49 Finland	59 Kuwait	
10 Brazil	20 Spain	30 China	40 Netherlands	50 South Korea		



Coconut



Peach

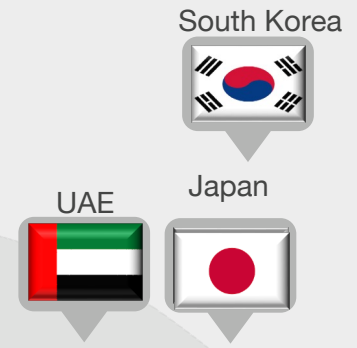
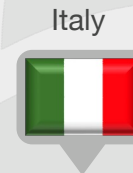
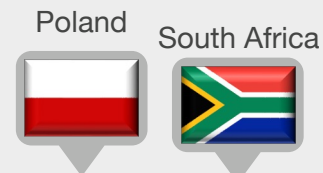
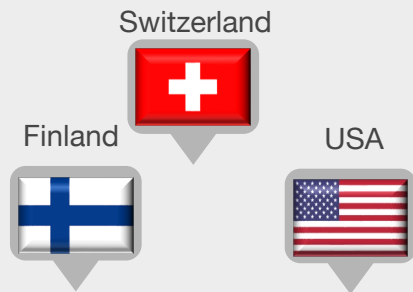
KOGNITIV TILLID



VS.

AFFEKTIV TILLID

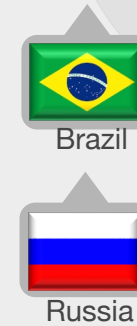
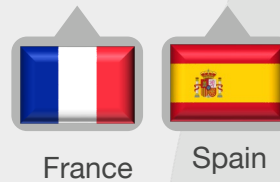




Kognitiv tillid

vs.

Affektiv tillid



Den kulturelle DIVERSITETS BONUS

Den Kulturelle Diversitetsbonus



30 % bedre performance
36 % mere innovation

Cultural Diversity Bonus



1. Forstå, respekter og inkluder forskelle
2. Se lighederne
3. Brug tid på at opbygge tillid og relationer

When working virtually



83% decrease in trust

1. Det "fladeste" land i verden
2. Det land i verden med højest tillid
3. Det land i verden med færrest gelotofober

Verdensrekord

Det land i verden med færrest gelotofober



Q&A

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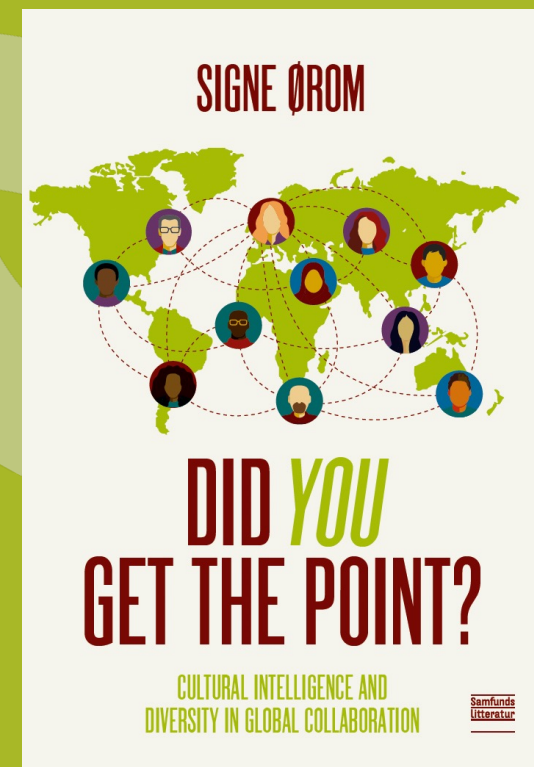
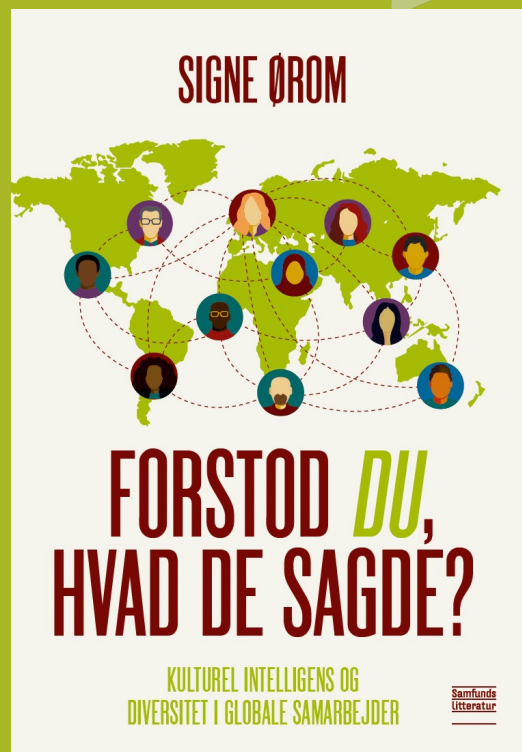
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”Did You Get the Point?”

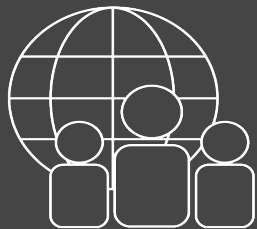
Brug koden

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Workshops, courses and talks

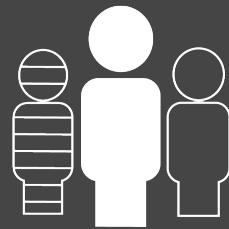
CQ



Cultural Intelligence



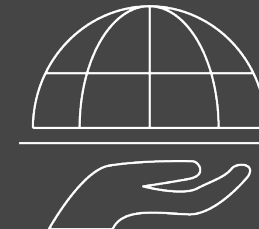
Global Leadership



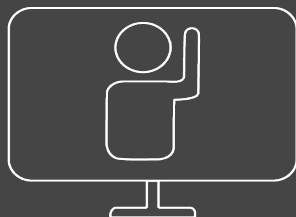
Multicultural Teams



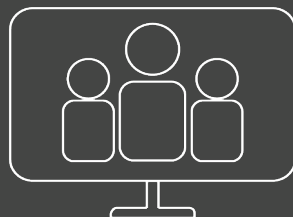
Country specific cultural training



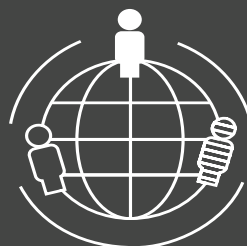
Service Across Cultures



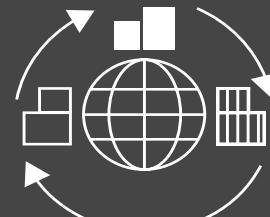
Virtual Leadership



Virtual Teams



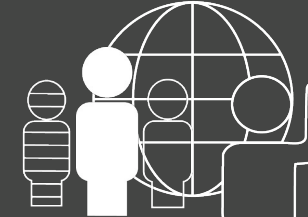
Recruitment & Retention across Cultures



CQ in Global Strategy Development

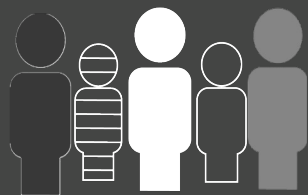


Expatriation & Repatriation



Training Across Cultures

D&I



Diversity & Inclusion



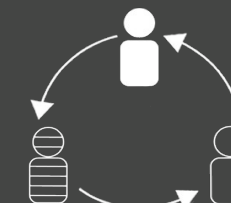
Unconscious Bias



Inclusive language



Leading Diverse Teams



Collaboration in Diverse Teams

Open Courses 2023



Train-The-Trainer: Cultural Intelligence (CQ)



- Become a certified Facilitator of Cultural Intelligence and Cross-cultural & Virtual Collaboration
- Diploma and LinkedIn certification
- Gain competences and tools to design and facilitate workshops in your own organization on inclusion and how to be a culturally intelligent leader

Working & Living in Denmark: Cultural Training & Networking for Internationals in Denmark



- Workshops for expats living in Denmark
- Gain knowledge about Danish business culture and management practices
- Diploma and LinkedIn certification
- Opportunity to help international employees develop a network in Denmark

Sign up: info@connectingcultures.dk

Thank you, danke schön, 謝謝,
obrigada, ありがとう, gracias
kiitos, Σ' ευχαριστώ, dankie,
arigato, merci, धन्यवाद, shurkan!

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- www.connectingcultures.dk