



Making Cross-Cultural Communication Meaningful

A Holistic Approach to Advising
a Diverse Population

Keynote Presentation Expectations



DON'T EXPECT

- Complete comfort— if you're being honest
- Bullets and a handbook on how to advise diverse students

DO EXPECT

- To process your own identity and bias barriers
- To think about diversity in a broader way
- Resources for the future
- To participate and have fun!



WHAT THE HECK IS **CROSS-CULTURAL** COMMUNICATION?

Cross-Cultural Communication is:



How people from differing cultural backgrounds communicate, in similar and different ways among themselves, and how they endeavor to communicate across cultures.

Adapted from Wikipedia

Music: The Universal Language?



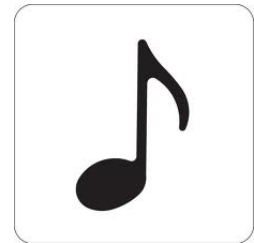
Let's pretend a standard student is a nursery rhyme. ...And the diverse student is Queen's Bohemian Rhapsody.

How do you begin to follow along the diverse student's music?

The Music of Diverse Advisees



The song Bohemian Rhapsody was once explained as “choruses of multi-tracked voices alternate with aria-like solos, the emotions are excessive, the plot confusing”



Your Students' Bohemian Rhapsody



- Do you understand what their songs are about?
- Can you appreciate their multiple-voiced, emotional, excessive confusion?

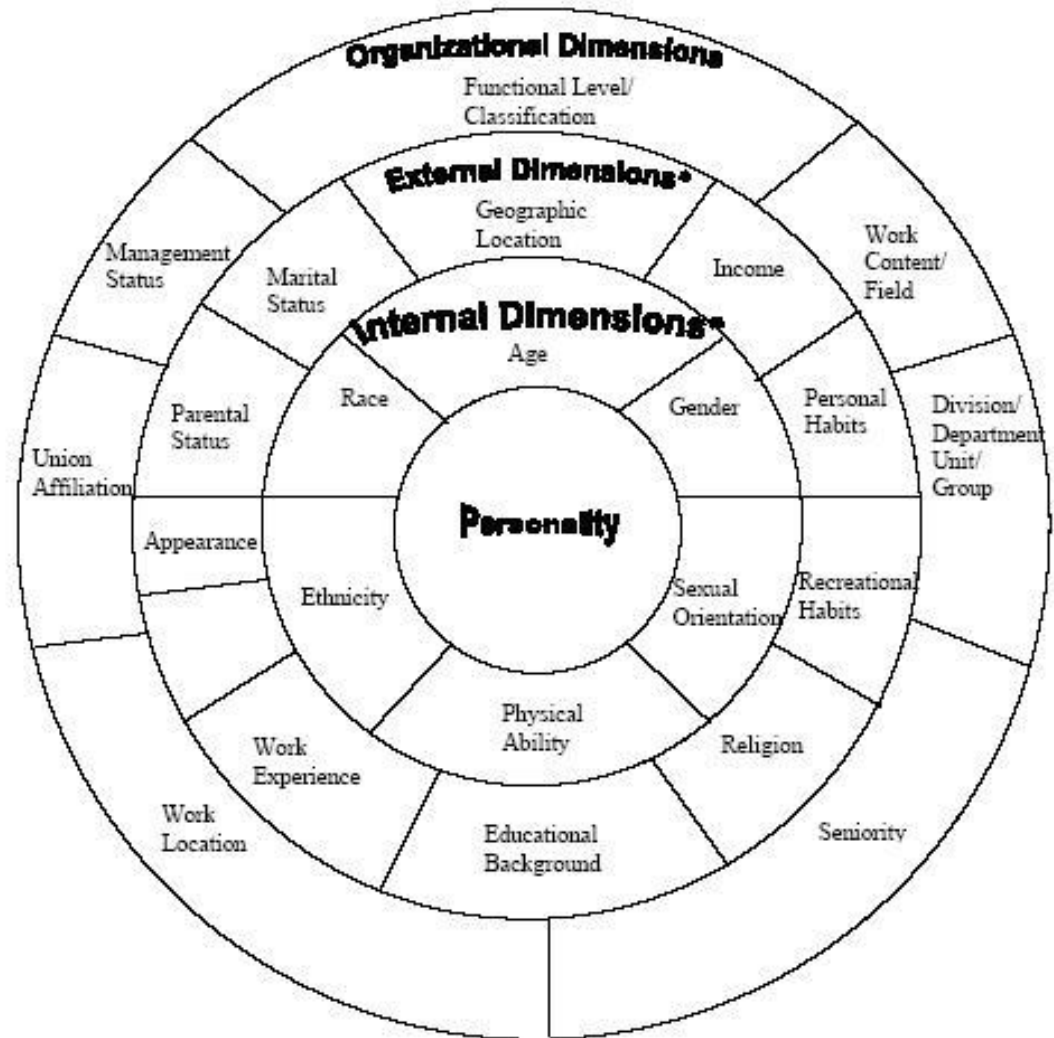


WHAT'S **YOUR STORY?**

YOUR LENS?

YOUR SONG?

Four Layers of Diversity



Honest Introductions



With your table mates and the diversity wheel in mind, introduce yourselves using:

- **Your name**
- **3 descriptors**
- **1 personality trait**

What diverse stories are already right there at your table?



YOU'RE **ALREADY
HAVING CROSS-
CULTURAL
COMMUNICATION**

...But How Well Are You Doing It?



- Your story IS your lens
- Be aware of who your lens:
 - Includes
 - Leaves out
- Based on your lens:
 - What are you putting out there?
 - Who are you forgetting to invite to the table?

Exercise: Diversity Bingo



Codes Chart

- W:** White, Non-Hispanic/Latino
- M:** Male
- S:** Straight
- A:** Abled (Physical, Learning, etc.)
- YA:** Young Adult
- NW:** Non-White
- F:** Female
- LGBT:** Lesbian/Gay
Bisexual/Transgender
- DA:** Disabled
- OA:** Older Adult



1 You	2 Your significant other (or your ex)	3 Average person in your favorite "hang-out" spot	4 Your presumed client or consumer	5 Your best friend	6 Your neighbor (at home) on the right
7 Your neighbor (at home) on the left	8 Your family practitioner	9 Your dentist	10 Your hair stylist/barber	11 Your favorite teacher / professor	12 Your favorite relative
13 Your (previous) job supervisor	14 Your (present) job supervisor	15 Your favorite TV show (if reality TV, the host)	16 Your common grocer	17 Your favorite singer / music group	18 Your mentor or a professional / adult you admire
19 Majority of the attendees of the last function you attended	20 Your (last) roommate	21 Your favorite comedian	22 Your favorite TV network (typical programming)	23 Your favorite author	24 Your favorite TV show (if reality TV, the host)
25 Your favorite singer / music group	26 Your favorite author	27 Your favorite TV show (if reality TV, the host)	28 Your common grocer	29 Your mailperson	30 Your hometown
31 Your (last) athletic coach or (extracurric.) organization advisor	32 Your librarian	33 Majority of the attendees at your high school	34 Your favorite comedian	35 Your therapist / medical specialist	36 Your spiritual inspiration / leader

**What diverse perspectives –
what *Bohemian Rhapsodies*
– are not part of your world
at this exact moment?**



**INCLUDING MORE
CULTURES IN CROSS-
CULTURAL
COMMUNICATION**

Advising Inclusively is Challenging



How do the following lenses impact our students and YOUR advising?

- Faith
- Race
- Gender
- Sexual orientation
- Age
- Socioeconomic status
- Parental status
- Marital status

Making Room in the Office

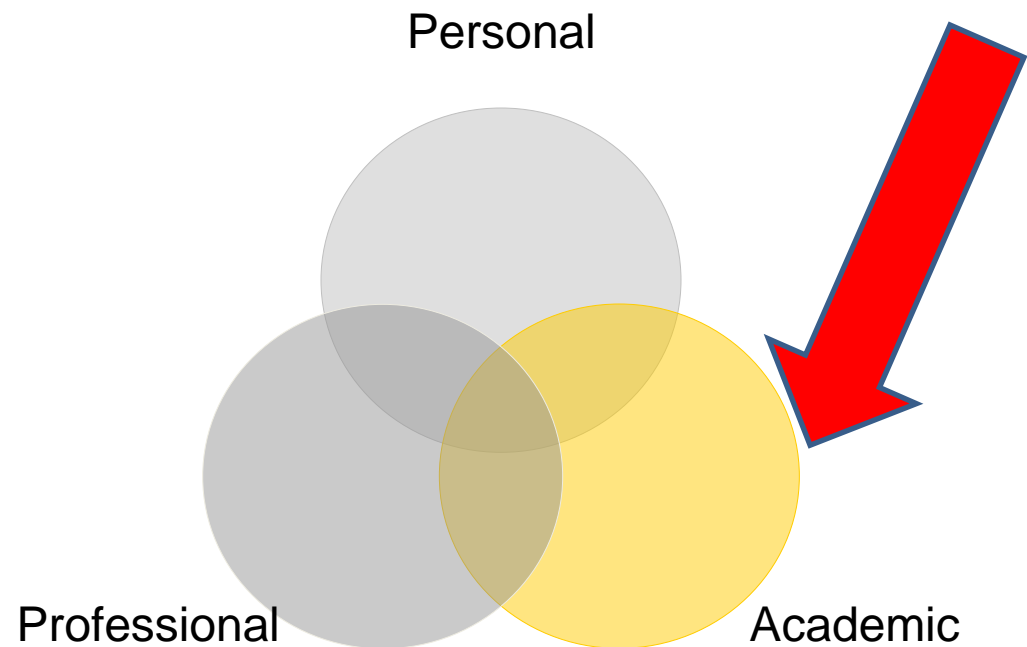


- Is every voice welcome?
- Does every voice have a solo?
- Do you and your advisees know how to react when voices form chaos vs. harmony?

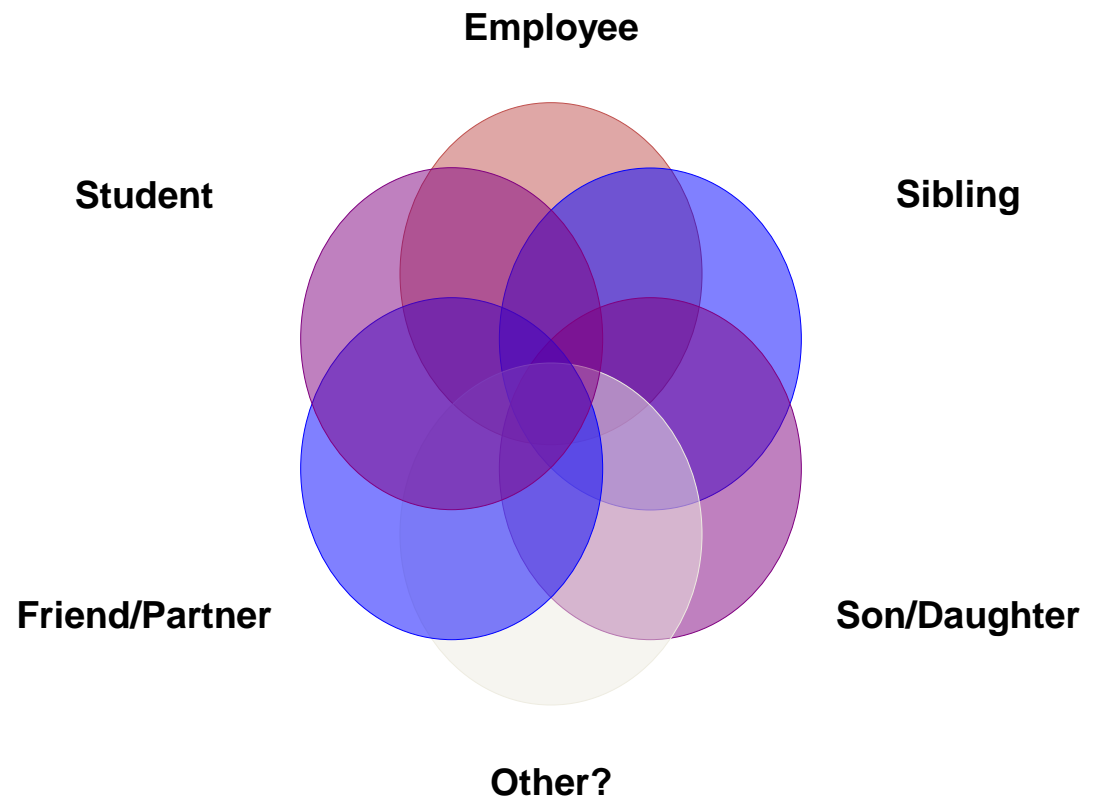


ADVISING
“DIFFERENT”
PEOPLE

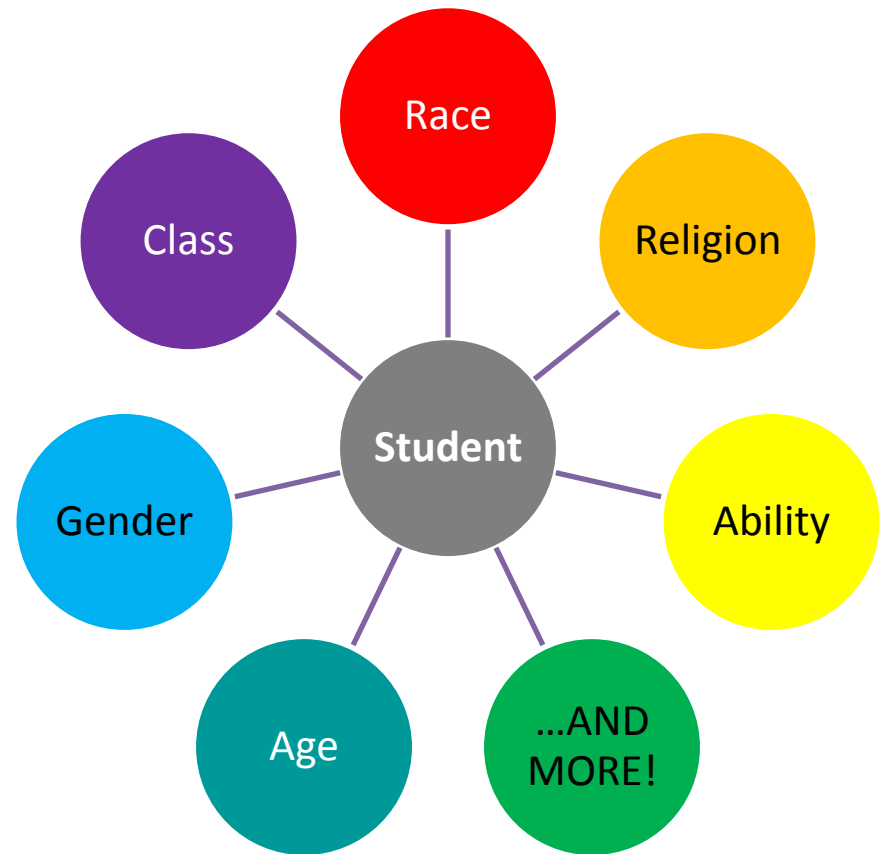
Advisors are Tasked to See This...



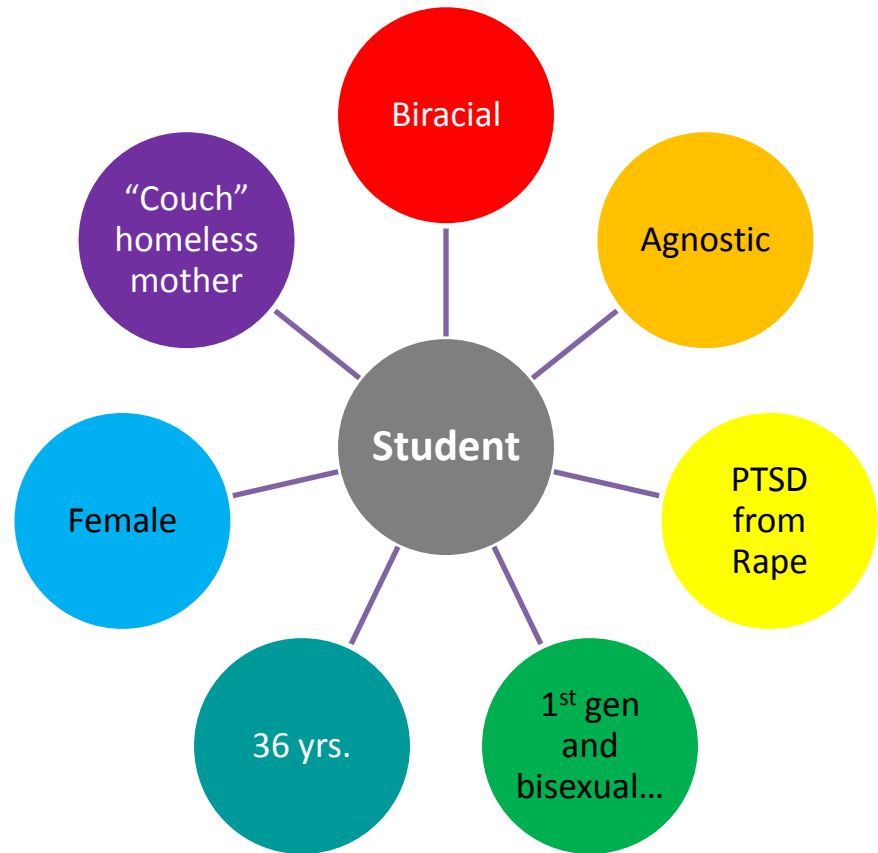
But Advisees Feel This...



And They ARE This...



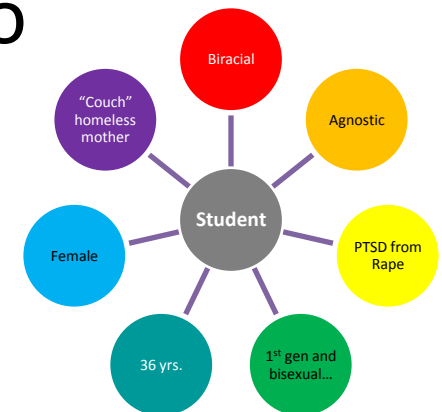
Get Ready for Bohemian Rhapsody #1



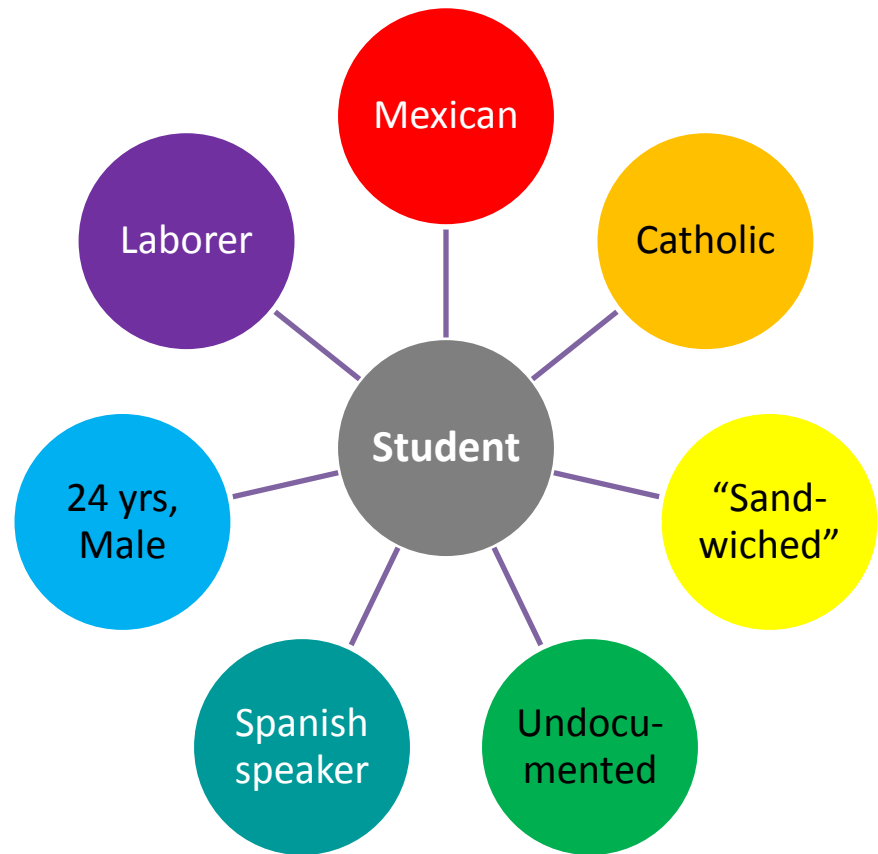
When Advising Bohemian Rhapsody #1...



- What are your biases?
- Your apprehensions?
- What don't you understand about her music?
- What tools do you need to help her?



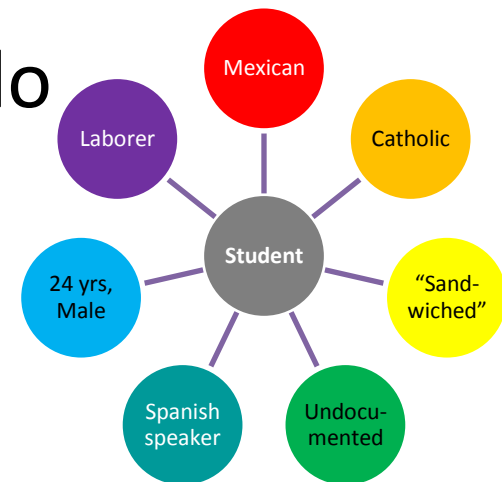
What About Bohemian Rhapsody #2



When Advising Bohemian Rhapsody #2...



- What are your biases?
- Your apprehensions?
- What don't you understand about his music?
- What tools do you need to help him?



Cross-Cultural Communication WIIFM



What's In It For Me?

- New knowledge
- Heightened awareness
- Increased connections
- Improved skill set
- *Other ideas?*

THANK YOU!



...for being distinctly
unique and for caring
about the distinct
uniqueness of others!



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Wrapping Up



“Feelings of worth can flourish only in an atmosphere where individual differences are appreciated, mistakes are tolerated, communication is open, and rules are flexible - the kind of atmosphere that is found in a nurturing family”

– Virginia Satir,
American Psychologist and Educator

Tools and Resources



- **Intrusive Advising**

www.nacada.ksu.edu/clearinghouse/advisingissues/intrusive_advising.htm

- **Achieving the Dream**

www.achievingthedream.org

- **Diversity Beads exercise**

http://www.youtube.com/watch?v=PW_l6rmEpYA

- **4 Layers of Diversity**

http://media.wiley.com/product_ancillary/49/07879687/DOWNLOAD/handoutD.pdf