

*People & Cultural Differences*

<b>INDIVIDUALISM</b>	<b>COLLECTIVISM</b>
<i>Task-Oriented</i>	<i>Relationship-Oriented</i>
<i>I-Identity</i> (view themselves as self-independent)	<i>WE – Identity</i> (view themselves as Interdependent)
<b>Identity by individual effort &amp; accomplishment</b>	<b>Identity by group association</b>
Weak distinction between insider & outsider	Strong distinction between insider & outsider
<b>Linear Thinking</b> (Topic-Center Approach)	<b>Non-linear Thinking</b> (Topic-Holistic Approach)
<i>One-thing-at-time / Single-Focus</i>	<i>Many-things-at-time / Multi-Focus</i>
<i>Time is money: Schedule Oriented</i>	<i>Time is people: Relationships over schedules</i>
<b>Direct Communication</b>	<b>Indirect Communication</b>
<i>Stress Verbal Communication</i> (What is said)	<i>Stress Non-verbal Communication</i> (How is said)
<b>One talk at time</b> (Interruptions are rude)	<b>Many talk at time</b> (Interruptions are common)
<i>Non-Emotional (Restrained-Neutral)</i>	<i>Emotional (Affective-Expressive)</i>
Informal address to others ( <i>First names</i> )	Formal address to others ( <i>Mr. titles</i> )
<i>Conflict is Natural</i>	<i>Conflict is Unnatural</i>
Competitive Styles	Avoidance/Compromising/Accommodating Styles
Self-Face Concern – Face-saving (Identity)	Other-Face Concern – Face-saving (Identity)
Dealing w/ conflict <i>Directly and Honestly</i>	Dealing w/ conflict <i>Indirectly and Tactfulness</i>
Treat <i>issues-one-at-time</i> in Mediation	Treat <i>issues-as-interrelated</i> in Mediation
Formal Settings	Informal Settings
VALUES: Personal Freedom and Achievement, autonomy, honesty, individual social recognition, self-reliance, competence and pride, comfort and equity, etc.	VALUES: Harmony, Face-giving, loyalty, respectfulness, group recognition, need for affiliation and inclusion (association), obligations to groups and fulfillment of other's needs, acceptance, approval, etc.