

 **KIT | Intercultural Professionals**  
 Cultuursensitieve vaardigheden  
 in de zorg  
 Trainer:  
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 Eva van Ooijen

**Program**

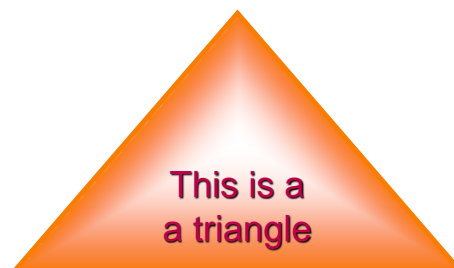
*Morning:*

- Cultural awareness
- Video: Introducing Dutch health system
- Roleplay

*Afternoon*

- Intercultural communication
- Cases

# Introduction



Amsterdam, The Netherlands www.kit.nl

## Culture?

*“...that complex whole which includes knowledge, belief, art, morals, law, custom, and any other capabilities acquired by man as a member of society...”*

Tylor, 1871

## Culture...

- Is a **characteristic** of a **group**
- Is associated with **behavior, habits, rituals, values and thoughts**
- Creates a **sense of normality and stability**
- Is **complex** and sometimes **contradictive**
- Is **fluid** and **dynamic** in nature
- Is what you're used to...

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## Culture and health belief systems

- *Body balances*
- *Emotions*
- *Weather*
- *Vectors or organisms*
- *Supernatural*
- *Food*
- *Sexual*
- *Heredity and old age*



Source: Hyder & Morrow

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## Choose a position

*-I feel most comfortable in environments that emphasize equality and informality*



*-I feel most comfortable in environments that emphasize clarity and respect for positions*

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## Choose a position

*-I assume that people in certain positions know better than me, and that I should trust their judgement*



*-I assume that everyone makes mistakes, and that I should critically assess their judgments no matter who they are*

### Choose a position

-I want to know as much as possible so that I know what's coming and I can plan ahead



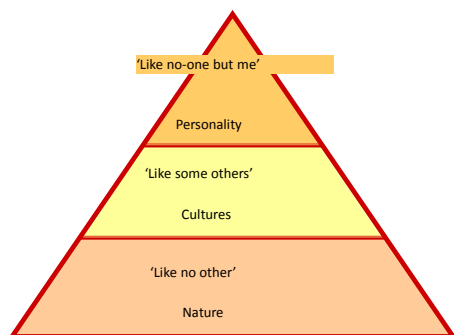
-I do want too much information, I'd rather focus on the now and take things as they come

### Choose a position

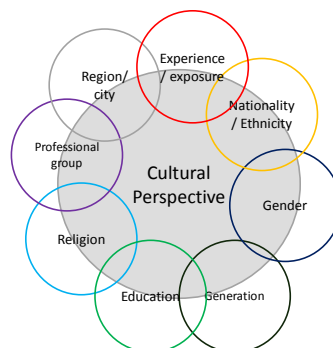
-I assume that people can be trusted until proven otherwise



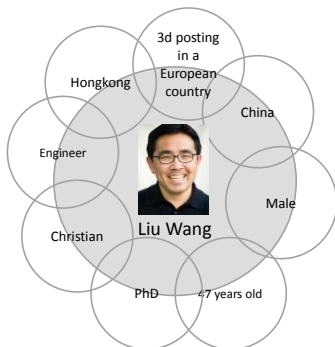
-I assume that people can't be trusted until proven otherwise



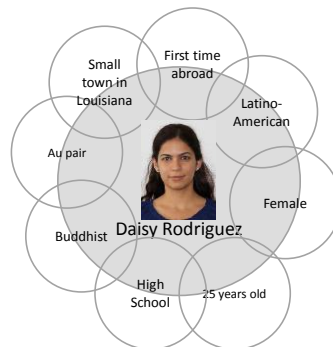
G. Hofstede, 1990



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### Transition stress (culture shock)



- Can occur at various points of the process (not necessarily u-curved)
- Is combined with stages of excitement and optimism
- Can lead to uncertainty, identity/ belonging issues, hypochondria, depression/ anxiety, psychosomatic issues, and alcohol abuse
- Often creates low-acceptance or even hostility towards the rules, behaviors and habits of the host society.

### Transition stress: case

- Woman around 50
- Has virtually only negative associations and experiences with Dutch people
- Has been married to a Dutch man for 22 years
- Speaks Dutch fluently but lives in the Netherlands for the first time
- Children are hitting puberty
- Has not worked since 1998 yet would like to re-start her career
- Moved to the Netherlands involuntarily on short notice

*What would you do?*



VIDEO

Roleplay

### Intercultural communication



Based on: E. Hoffman

## Content

Interpretations caused by:

- *Language*
- *Cultural logic*
- *Experience/ exposure*
- *Procedures, rules, regulations, etc.*

# VIDEO

Based on: E. Hoffman

## Relationship

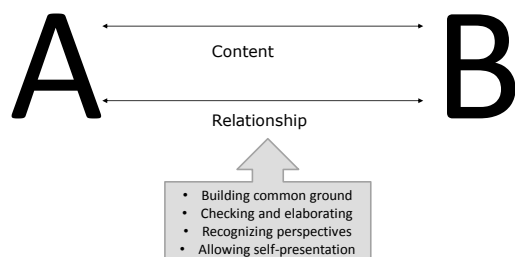
Perception influenced by

- *Trust*
- *Stereotypes*
- *Previous experiences*
- *In/ out group mechanisms*

# VIDEO

Based on: E. Hoffman

## Intercultural communication



Based on: E. Hoffman

# CASES

