



## *Culture Cards*

### Cultural Considerations for Alternative Dispute Resolution

*Euro-ethnic Americans*  
*African Americans*  
*Latinos/Hispanics*  
*Native Americans*  
*Arab Americans*  
*Asian Americans*

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### Cultural Considerations for Alternative Dispute Resolution

#### *Important Note to Users:*

The patterns described in the culture cards are based on literature in the fields of sociology and anthropology, cross cultural and intercultural communication studies and on the experience of the author and feedback from dozens of colleagues and participants in more than 50 training events.

You are requested to provide us with your suggestions for improvement. We continuously refine the cards based on user feedback and will thank you with an updated copy of the cards if we use your ideas!

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## Control

Euroethnic

Group relinquishes power to outsider  
Outsider empowered to manage participation  
Participants control their impulses

N  
Ar  
Asiat

Outsider trusted to manage climate  
Participation guided by etiquette and image

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## Orientation

Euroethnic

Goal is to address deeper conflict - with style  
Out-group outsider tested by presentation  
Opinions and answers can morph during talk

African

AS

Outsider status and experience important  
Loyalty and obligation, how above what

ct

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## Trust & Values

May the Best Man Win!

Euroethnic  
African  
Latino

Deeply identify with family, group, language  
Control emotions, focus personal, self second  
Trust good over evil - may the best man win!

Decisions accomplished through diplomacy

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## Directness

and Disclosure

Euroethnic  
African  
Latino  
Native

Indirect, non intrusive, silence meaningful  
Internal readiness more important than time  
Language and tribal identification important

Disclosure shunned, status important

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## Language

Voice and Gestures

Euroethnic  
African  
Latino  
Native  
Arab

Arabic language and style national treasure  
Animated, artistic, poetic discourse valued  
Gestures rich with meaning

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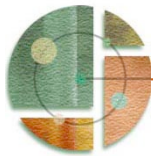
## Agreements

Commitments

Euroethnic  
African  
Latino  
Native  
Arab  
Asian

In/Formal agreements personal family bond  
Business action reflection of personal integrity  
Commitment letter and spirit of law

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## Monochronic Time

Relationship is Goal Related

Do one thing at a time.  
Believe in deadlines.  
Adhere to plans.  
Follow rules of privacy and property.  
Value promptness and on time.  
Short term relationships.

Lifetime relationships.

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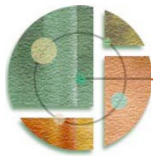
## Individualism

May the Best Man Win!

People are basically the same.  
Merit is revealed through actions.  
Accomplishments are compared.  
Trust abstract principles/objective reality.  
Trust in organizations.  
Family is nuclear.  
May the best man win!

May the best man win!

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## Obligation

Benefits but Independence

Gain emotional benefits while  
preserving independence  
and avoiding obligation.

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## Conflict

*It is Personal!*

Personalization imperative  
Engagement in issue  
Emotions are relevant  
Skilled confrontation is an art  
Distance is relevant issue

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