How to Use the Cross-Cultural Values Chart

1. An internal/unspoken tool for the Coach: Assess the client nonverbally in order to develop coaching strategies. Find words, phrases or ideas your client expresses on the chart; flip to the relevant chapter to find strategies for that value.

2. A tool for the client and coach to use together. Do an informal Values Chart Assessment to help both you and your client better understand their cultural values.

3. When your client is preparing to enter a new culture. Clients can gain understanding of potential cultural distance by interviewing people from the new host culture (country, organization or even team) or asking others to fill out a self-assessment.

4. When your client is experiencing culture shock or re-entry; or to bring awareness of cultural distance. Clients can do a self -assessment and assessment of the home, host or organizational culture and work with the coach to identify the most stressful value differences.

5. To create greater understanding in conflict situations:
   a. Gain information about the situation through open and probing questions; keeping alert for words and phrases that indicate cultural value differences.
   b. Ask client for permission: I wonder if it would be ok if we talked a little bit about culture and what impact that might have on the conflict?
   c. Share about values as needed. Email the chart, share your screen, or simply share verbally about some of the values that might be at play. If the client has great understanding of cultural values already, simply ask what impact they think culture is having on the conflict.
   d. Let the client do the Application:
      i. Exploring: Which side represents your value/s/your colleague's/your organization's?
      ii. Exploring: How does your preference impact the situation and how you are responding? how does your colleague's/organization's preference impact how they are responding?
      iii. Options: How will this understanding help you resolve the conflict?

6. Use with cross-cultural teams to improve team understanding, empathy, and effectiveness. Have all team members complete an individual self-assessment. Educate the team on cultural values. Plot the team results and share with the team. Use perspective questions to help team members gain new understanding of how differing values are impacting their team functioning.