



Leadership Matters

DHS Leader Development Program

“People almost never change without first feeling understood.” – Douglas Stone



Tip of the Month:

Seeking options for your Cornerstone Continuous Development 12-hour requirement.

Check out these Skillssoft courses:

How Culture Impacts Communication

ID: comm\_48\_a01\_bs\_enus

Using Communication Strategies to Bridge the Cultural Divides

ID: comm\_48\_a02\_bs\_enus

News You Can Use

The DHS Coaching Collaborative – check out the Coaching Talent Bank and invest in your success!

Have you thought about a rotational opportunity? Go to the Homeland Security Rotations Program.

Want to know more about Cornerstone, Keystone, or Capstone? Visit the DHS Leader Development Program.

Did you know that the LDP identifies targeted development for Team Members and Team Leads?

Don't forget, seasoned DHS Leaders must complete 12 hours of Leader as Teacher "Give Back" – write a blog, be a mentor, hold a brown bag lunch....

Questions? Contact your component LDP Action Officer or email LeaderDevelopment@hq.dhs.gov.

Got a minute (...or three?) Check these out!

Ross Howard: Cultural Communication



Video (6 minutes) Bookid=113273

Erin Meyer: Yes or No Questions



Video (2 minutes) Bookid=121062

Sheena Iyengar: Culture Affects Choices



Video (3 minutes) Bookid= 47554

Ernest Gundling: Working GlobeSmart: 12 People Skills for Doing Business Across Borders



Book (Variable) Bookid=117820

Points to Ponder

“Learning” isn't about a course – it's about a course of action!

Global Perspective

Maintaining a wide open perspective and using skills to understand others, such as empathy, openness to experience, tolerance of ambiguity and adaptability – even when others' views are in conflict with your own – is critical in business:

- In a global business world, leaders need to be aware of the differences in various cultures around the globe.
• A lack of cultural awareness can result in poor communication, hurt feelings, or worse.
• Colors, words, phrases, and symbols can all have different meanings depending on where they are used.

There are myriad ways to improve your cultural knowledge regardless of where you're starting from. Begin by watching the video Cultural Communication (bookid=113273) and then complete one of the ideas for action below to broaden your global perspective:

- Find out how body language can be interpreted differently across borders. Know what the signs indicate behaviors like dominance or disrespect. Before communicating across borders, make sure you are confident that what you are saying or hearing is what is intended.
• Build a relationship with someone from another country. Ask questions about the person's language, religion, politics, and history.
• Choose a country or culture to study in-depth, preferably one that you interact with through business. Starting with the internet, find out as much as you can about the people and places you might encounter along the way.

Real-World Quote

The Thunderbird School of Global Management defines global mindset as - "A set of attributes that helps people work better with individuals and organizations unlike themselves. It is the ability to understand the similarities and differences among cultures and not be paralyzed by the differences."

Outcome

Improve knowledge and capability in the area of Global Perspective.

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