

## Cultural Diversity and World Views

Becoming aware of your own world view is a valuable exercise in self-reflection. Considering what world view or health beliefs a patient/carer//family may have is especially important in a health setting.

### 1. Comparing world views

#### Individual

Self-oriented  
Responsible and accountable to self  
  
Competitive  
Assertiveness  
Linear and exact time consciousness  
  
Eating as necessary (fasting food)

#### Group

Other oriented  
Responsibility and accountability shared  
Cooperation and harmony  
Harmony  
Flexible and approximate time consciousness  
Eating as a social experience

### 2. Cross cultural communication differences

Patients and their families may respond positively when they understand why nurses and clinicians act the way they do. They feel more comfortable when their communication style differences are recognized and respected. People tend to attribute bad intentions to others when they do not understand their behaviours.

#### Informality valued -

Use of first names  
Avoid silence  
Value physical distance  
Value direct eye contact  
Value expression of emotions (anger)  
Animated body language

#### Formality valued –

Use of honorific names  
Value silence to process information  
Value physical closeness  
Value soft eye contact  
Value control of emotions  
Controlled body language

### 3. Communication Styles

#### Direct

Reflects the importance of the individual  
Asserts self  
Uses “I”  
Linear thought process  
Listener focuses on what is said  
Disagreement is not personalized

#### Indirect

Reflects the importance of harmony  
Does not assert self  
Uses “We”  
Uses “stepping stone” process  
Listener focuses on what is implied  
Disagreement is personalized