

# THE JORDAN HARBINGER SHOW

## Worksheet for Andy Molinsky | How to Extend the Reach of Rapport Across Cultures (Episode 132)

In the 21st century, many of us go beyond telecommuting to an office the next town over — we work with teams that span the globe and cross cultures in ways humans have never before experienced. This presents unique challenges for all parties involved as we work to meet goals together no matter how our motivations may differ.

In [this episode](#) we talk to Andy Molinsky, professor of organizational behavior and psychology at Brandeis University's International Business School and author of [Global Dexterity: How to Adapt Your Behavior Across Cultures without Losing Yourself in the Process](#). He'll help us reach across cultures to build rapport, communicate effectively, and seamlessly work together.

The biggest takeaway I have from my conversation with Professor Molinsky, and from reading his books, is that there's a mantra you can fall back on anytime there's a hiccup in cultural communication: ***"It's not personal...maybe it's a cultural thing."***

# THE JORDAN HARBINGER SHOW

---

## Cut to the Chase...or Not

Having difficult conversations with people from other cultures can be...well, difficult. Professor Molinsky breaks down cultural communication styles into two groups: *getting down to business* cultures, and *relationship building* cultures.

Here in the US, while small talk is common, we tend to cut to the chase. However, in Mexico, conversations are seen as more than just opportunities to exchange information: they're for enhancing the relationship. *Cut to the chase* too quickly and suddenly the other person thinks you're acting like an aggressive jerk.

**Have you ever cut to the chase too quickly in conversation with someone from a relationship building culture? Understanding this dynamic now, how might you more sensitively interact with them in the future for more effective communication?**

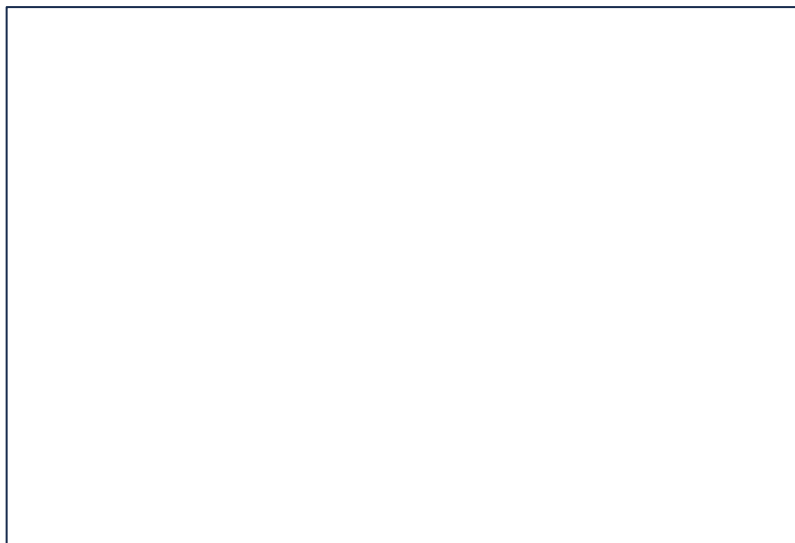
# THE JORDAN HARBINGER SHOW

---

## Getting Formal

Informality vs. Formality is another category we discussed (also one of Andy's cultural tripwires). In some cultures, you're expected to be more formal than in others because you don't want your friendliness to be seen as a lack of care or respect.

**This particular tripwire is one you can prepare for. Are you from an informal country? Do you know anyone from a more formal culture, or someone who at least understands a formal culture better than you? Ask them to explain their culture to you. Ask if they'll be kind enough to let you have a practice conversation where you're able to try practice formality with them. (Or vice-versa, of course.)**



# THE JORDAN HARBINGER SHOW

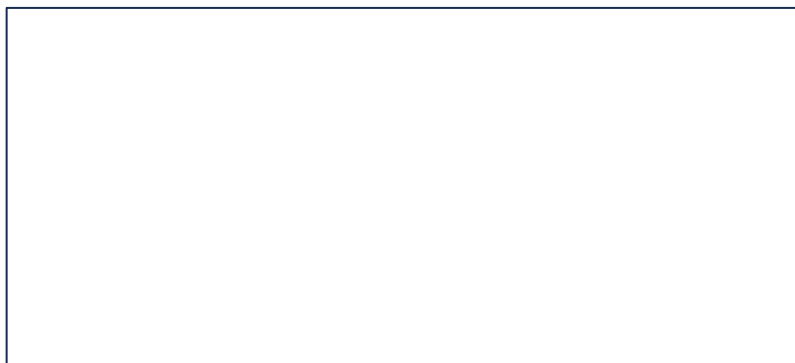
---

## Cheat Sheet: Diagnosing Cultural Differences

Professor Molinsky offers six-dimensional approaches to diagnosing cultural differences in challenging situations. Each one represents key aspects of communication that differ across cultures, and that psychology research has consistently shown to predict important personal and professional outcomes.

1. Directness
2. Enthusiasm
3. Formality
4. Assertiveness
5. Self-Promotion
6. Personal disclosure

And remember: *“You’re not going to see as many high-fives in the office place in the UK as you are in the US.”*



Full show notes and resources for this episode [can be found here.](#)

# THE JORDAN HARBINGER SHOW

---

## About



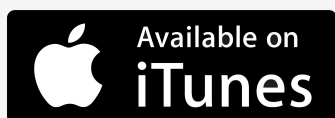
Join Jordan Harbinger (critically acclaimed host, formerly of The Art of Charm) as we get deep into the untapped wisdom of the world's top performers -- from legendary musicians to intelligence operatives, iconoclastic writers to visionary change-makers.

We deconstruct the playbooks of the most successful people on earth -- and learn new strategies, perspectives, and insights you can't find anywhere else. Then, take these insights into your own life and live what you listen.

# THE JORDAN HARBINGER SHOW

[support@jordanharbinger.com](mailto:support@jordanharbinger.com)

# THE JORDAN HARBINGER SHOW



Share This With  
Your Friends!



**Share This**