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# Employee Safety for Non-Native English Speakers

A lack of comprehension can lead to fatal outcomes

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# CQ: Cultural Intelligence

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## CQ: Cultural Intelligence

- ▶ Cultural Intelligence is an individual's ability to function effectively across national, ethnic and organizational cultures
- ▶ Culturally intelligent individuals are able to avoid
  - ▶ Stereotyping
  - ▶ Demeaning jokes
  - ▶ Excluding behavior
  - ▶ Violation of cultural taboos
- ▶ CQ approaches how one feels, thinks, acts in cultural encounters

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## Why is CQ Important?

- ▶ Cross-cultural leadership has been named as the top leadership challenge for the next century
- ▶ Effective leadership requires the ability to adapt quickly and effectively
- ▶ CQ is essential to interacting effectively in today's global environment



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## Four Dimensions of CQ

CQ Drive	CQ Knowledge	CQ Strategy	CQ Action
<b>Motivational CQ</b>	<b>Cognitive CQ</b>	<b>Metacognitive CQ</b>	<b>Behavioral CQ</b>
Intrinsic Extrinsic Self-Efficacy	Cultural Systems Cultural Norms & Values	Awareness Planning Checking	Verbal Nonverbal Speech Acts



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## Did you know...

- Hispanic and Latino workers have the highest workplace fatality rate of any group
- Hispanic and Latino fatality rates are nearly 50% higher than the overall rate
- Hispanic and Latino fatality rates for occupational injury are on the rise, as the rates among nearly all other groups are falling

<https://www.creativesafetypublishing.com/workplace-safety-for-non-english-speakers/>

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## Why does this happen?

- Struggle to understand common workplace procedures
- Struggle to understand training documents, safety signs, and other written materials
- Uncomfortable asking for clarification (fear of getting in trouble)

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## What can be done?

4 tips to make a positive  
difference...

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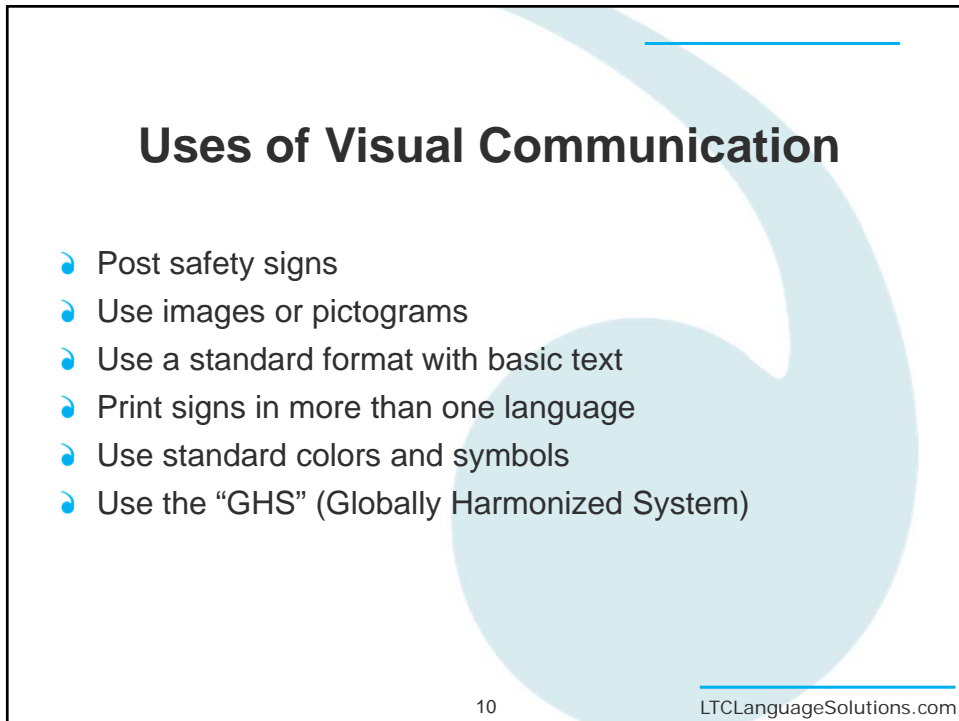
Tip #1

Use Visual Communication

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Uses of Visual Communication

- Post safety signs
- Use images or pictograms
- Use a standard format with basic text
- Print signs in more than one language
- Use standard colors and symbols
- Use the “GHS” (Globally Harmonized System)

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## Examples



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## Other Factors that Affect Communication

- Age
- Gender
- Personal Communication Style
- Cultural Background



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## What we say is not always what people hear...

What the British say	What the British mean	What others understand
I hear what you say	I disagree and do not want to discuss it further	He accepts my point of view
With the greatest respect...	I think you are an idiot	He is listening to me
That's not bad	that's good	That's poor
That is a very brave proposal	You are insane	He thinks I have courage
Quite good	A bit disappointing	Quite good
I would suggest...	Do it or be prepared to justify yourself	Think about the idea, but do what you like

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## What we say is not always what people hear...

What the British say	What the British mean	What others understand
Oh, incidentally/ by the way	The primary purpose of our discussion is...	That is not very important
I was a bit disappointed that	I am annoyed that	It doesn't really matter
Very interesting	That is clearly nonsense	They are impressed
I'll bear it in mind	I've forgotten it already	They will probably do it
I'm sure it's my fault	It's your fault	Why do they think it was their fault?
You must come for dinner	It's not an invitation, I'm just being polite	I will get an invitation soon
I almost agree	I don't agree at all	He's not far from agreement
I only have a few minor comments	Please re-write completely	He has found a few typos
Could we consider some other options	I don't like your idea	They have not yet decided

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## Tips for Open Communication

- Be Respectful!
  - Appropriate Use of Humor
  - Awareness of Cultural and Religious Backgrounds
- Check for Understanding
  - Read Body Language and other Nonverbal Cues
  - Use Tag Questions

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## Tip #2

**Use Professional and Qualified  
Interpreters**

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## Why is this important?

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## Why professional interpreters is best?

- › The use of relatives can strain relationships
- › Ensures quality
- › ADA Act
- › Equal access to communication
- › The right thing to do

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**Tip #3**

**Use hands-on training**




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**Why is this important?**



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## Why use hands-on training?

- Enhances comprehension
- Appeals to visual learners
- Develops critical thinking skills

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## Tip #4

**Incorporate language learning  
classes**

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## Why is this important?

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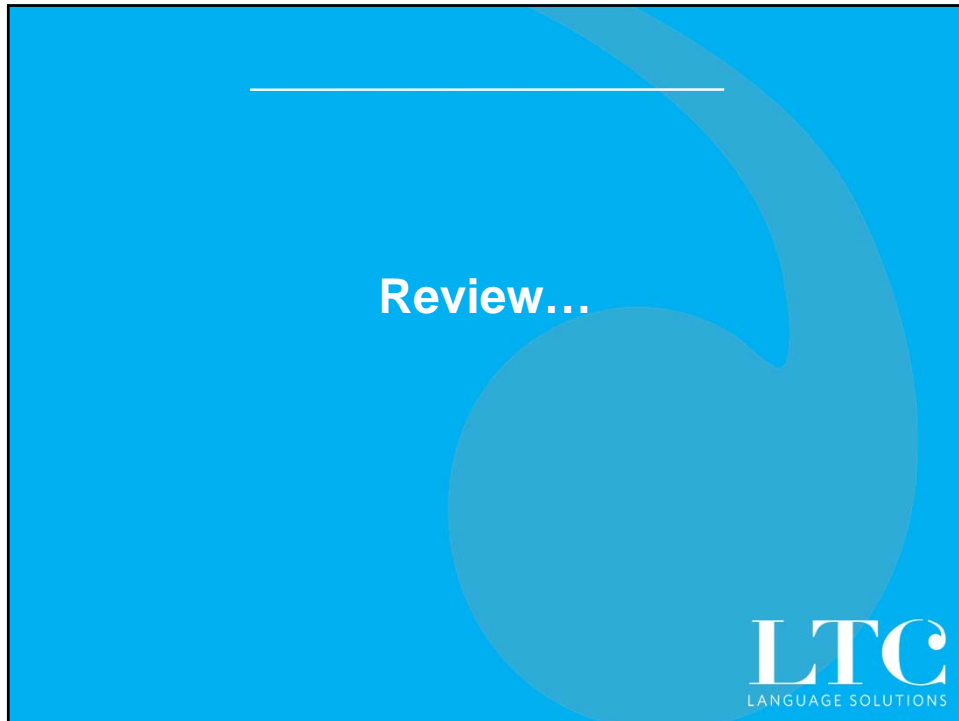
## Why incorporate language learning classes?

- Vocabulary that's relevant to job tasks reduces confusion
- Group classes reduces fear
- Group classes prohibits learning fatigue and overload
- Classes build personal and work confidence

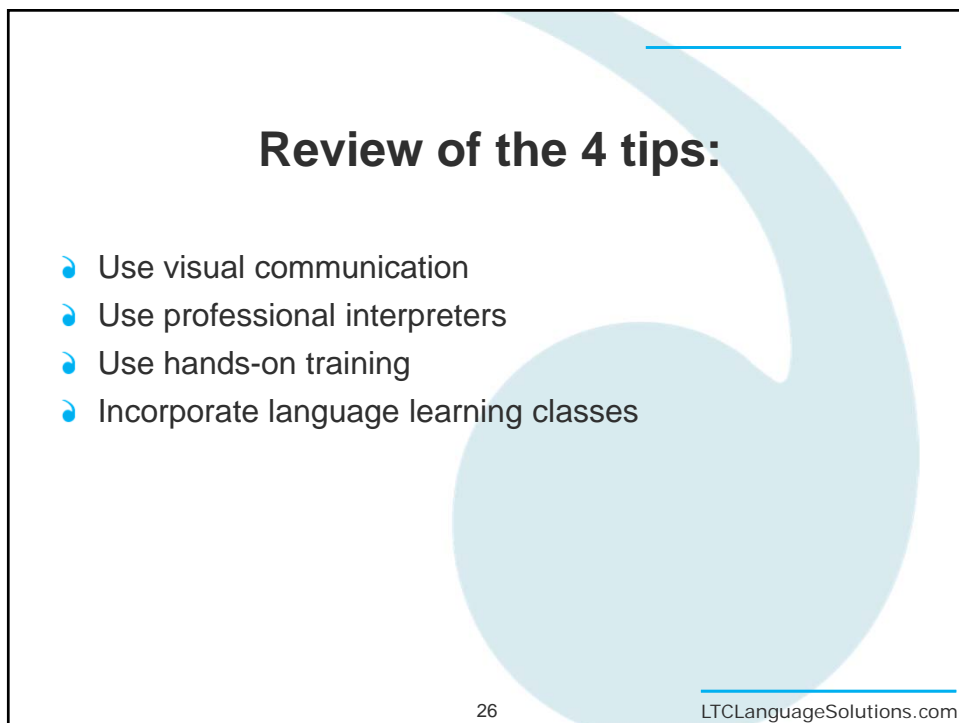
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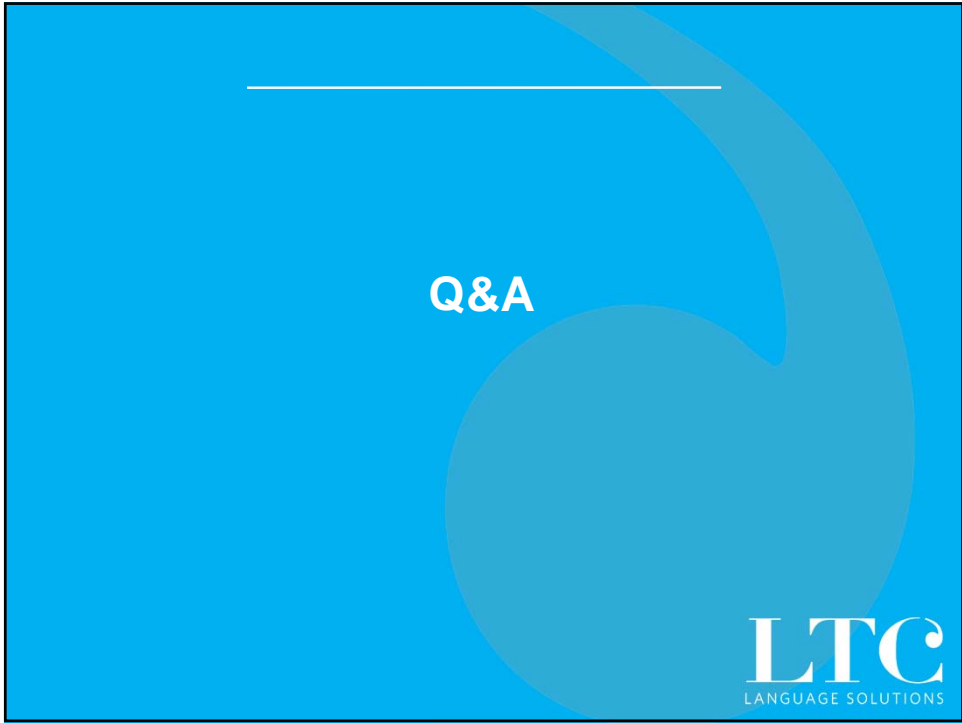
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