



MODULE 4

HIGH-5 COMMUNICATION TEAM
PERFORMANCE SPECIFICATION IN PLAY



Oregon State
University



Goal

To align and practice High-5 communication skills and identify cultural elements everyone possesses.

Objective

So that labor and industry workers advance their cross-cultural communication skills, and cultural intelligence.

Why?

Because, culturally intelligent team members lead to more inclusive behaviors, enhanced cultural understanding and increased productivity.





What is culture?

Definition:

Culture is the characteristics and knowledge of a particular group of people, which includes: arts, traditions, religion, language, cuisine, music and dance, and social habits.

Culture:

- Informs our behaviors
- Influences our preferences and choices
- Impacts communication styles



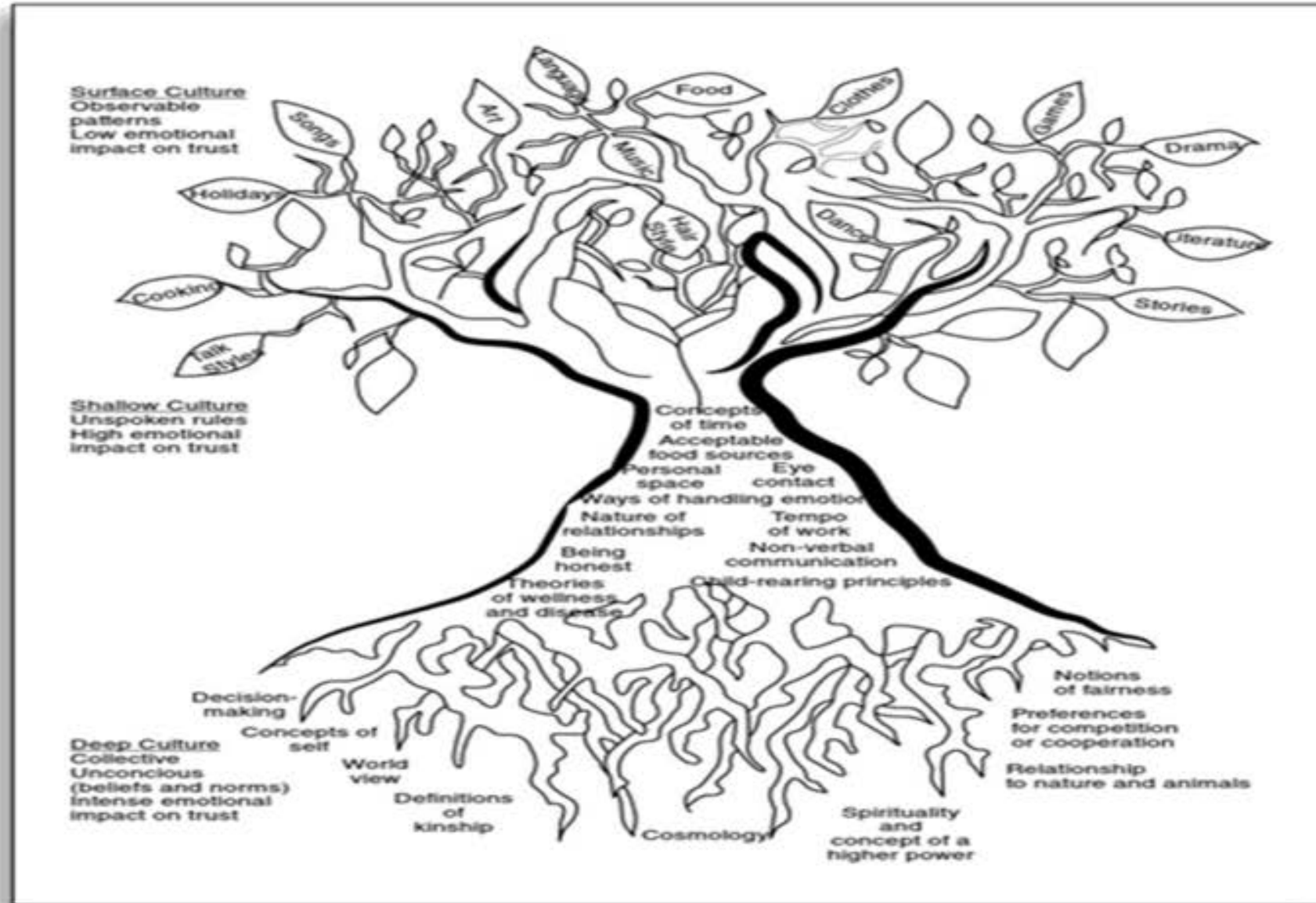


Culture is:

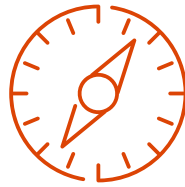
- The way we all make sense of the world
- EVERYONE regardless of race or ethnicity has a culture
- Our brains use cultural information to give everyday events meaning



Culture Tree



Source:
Culturally
Responsive
Teaching and the
Brain, Zaretta
Hammond,



**BREAKOUT GROUPS....
REPORT BACK**



On the Job Scenarios



A red brick building with a person riding a yellow bicycle in the foreground. The building has a large wooden door and a set of stone steps. A person is riding a yellow bicycle on the sidewalk in front of the building. There are some plants and a bicycle parked on the left side of the image.

“

Each group will be provided a different case scenario to discuss. Read and discuss the work scenario then as a group respond to the following questions.

- How would you handle the situation?
- How would you apply CQ in your communication?
- Describe which High-5 communication elements you would consider applying in the way you would respond to the issue you are facing?

Evaluate, Navigate, Negotiate, Collaborate and Cooperate



1. **Evaluate** – Check out the situation and positively assess each team member’s unique differences. Pay respectful attention to “differences”, as identified by the team member themselves – careful not to make assumptions about: gender, ethnicity, class, race, sexual orientation, degree of learned/applied skills, etc. Formulate how you will effectively respond to the differences within the team and seek to find common ground; listen for the possibility of similar or shared lived experiences.



2. **Navigate** – To navigate is to take a course of action, plan, work through various circumstances and situations while acknowledging and recognized differences within team members. Practice non-discriminatory communication skills effectively. Understand the critical differences between being “tested” (rites of passage based on an apprentice’s learned skills) and/or being “targeted” (based on gender, sexual orientation, ethnicity, race, status, geographic birthplace, native tongue and language, age, etc.), as an apprentice is learning new skills.



3. **Negotiate** – Work it out, come to terms (find a way over and through tense moments). Take the time to explore a different communication paths to maintain a working relationship. Negotiation requires active listening skills. Ask questions in a respectful way. If tensions arise a team member can ask, “What’s the issue?” Not – “What’s your problem?”

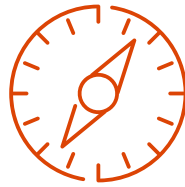


4. **Collaborate** – Work jointly, combine efforts, team mindset, an “all in it to win it” approach. This requires a give-and-take approach. No one way is always right. Be open to different ways of getting the job done.



5. **Cooperate** – Cooperation requires a team to work together safely, effectively, and productively – within a culture of trust. Honoring and respecting differences open up channels of communication. Demonstrating inclusive practices and processes requires effective communication skills. Cooperation is about how team members operate (work, handle, manage) their tasks together, as a collective with an “all in it to win it” attitude and approach.

Key Point: Practice using High 5 team tools with skill and precision. Like any tool, High 5 skills are mastered over time with use and practice.



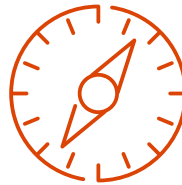
**BREAKOUT GROUPS....
REPORT BACK**



Before we speak up for Inclusion,
we need to speak about inclusion.

#SpeakUpforInclusion





**BREAKOUT GROUPS....
REPORT BACK**

Inclusion: What is It?

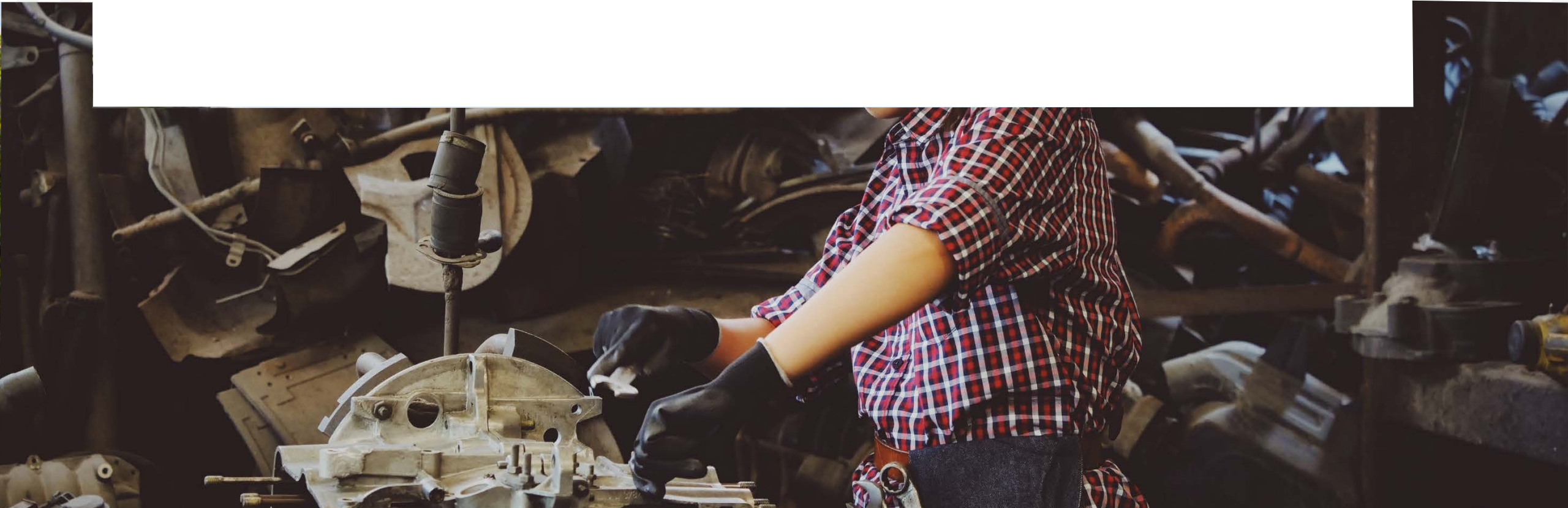


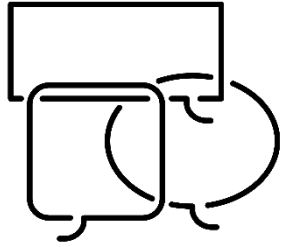
https://www.youtube.com/watch?v=pBBirIVxVsg&feature=emb_title

Question for group discussion:



How do we create an environment of inclusion in our teams?

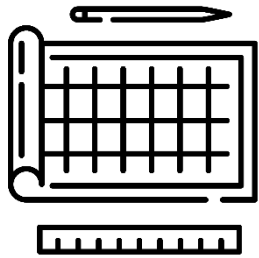




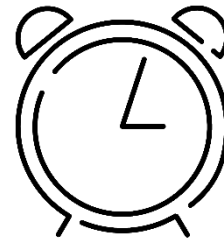
Embracing
Collaboration
Across Difference



Practicing
Cultural
Humility



Attending to
Environmental
Factors



Engaging
the Here
and Now



Redressing Historical
& Contemporary
Inequities



Maintaining
Global
Consciousness

HIGH 5 TEAMS

Check Your Knowledge

1. In diverse teams, why is it important to take notice of (evaluate) cultural differences?

TRUE OR FALSE (T or F)

2. The best way to apply the High -5 communication skills is to practice them.

3. Working with diverse team members requires I adapt my behaviors in ways that respects other's differences. This means I have to give up my own (cultural) values and beliefs.

4. Sometimes I have to work with team members that aren't respectful of differences. Some things I might say are ...

- Hey, that is not OK.
- Why are you doing (saying) that?
- That's not helpful
- **STOP!**
- That's not how we treat our teams
- We need everyone's ideas.
- Everyone's ideas count
- Be fair



**CONSOLIDATION: WHAT DO YOU
REMEMBER FROM TODAY?**

Activity: Where do you stand?

AGREE



NEUTRAL



DISAGREE



THANK YOU



**Oregon State
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