

SIETAR Europe Sofia 2007

The Intercultural Conflict Style Inventory (ICS) in Action

Presented by:

Angelika Plett & Liane Dannenberg-Schütte, mitte consult



Information about mitte consult

- Company of 5 partners in Berlin, Germany
- Organizational Development:
 - Strategy Development (analysis, facilitation and creation of strategic processes and implementing Diversity Management)
 - Developing areas of Competence (qualification of - international - staff, teams and management)
 - Conflict Management (conflicts between Hierarchical levels, departments and staff)



The ICS

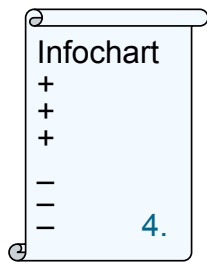
- developed by Mitchell R. Hammer, Ph.D. (Hammer Consulting Group),
- validated, empirical measure of an individual's intercultural conflict approach
- focuses on conflict styles from many different cultures
- gives insight into personal conflict approach as well as intercultural conflict styles
- helps to deal more effectively with the negative aspects of disputes



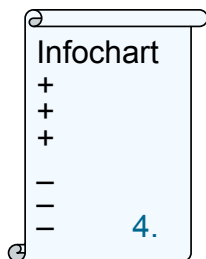
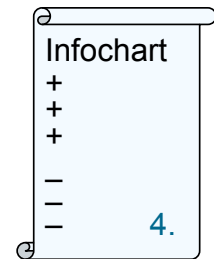
Exercise Step by Step

1. Position yourself facing the direct and indirect poles.

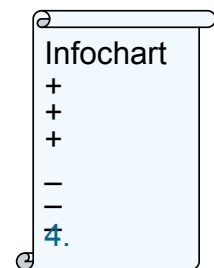




direct / 1.



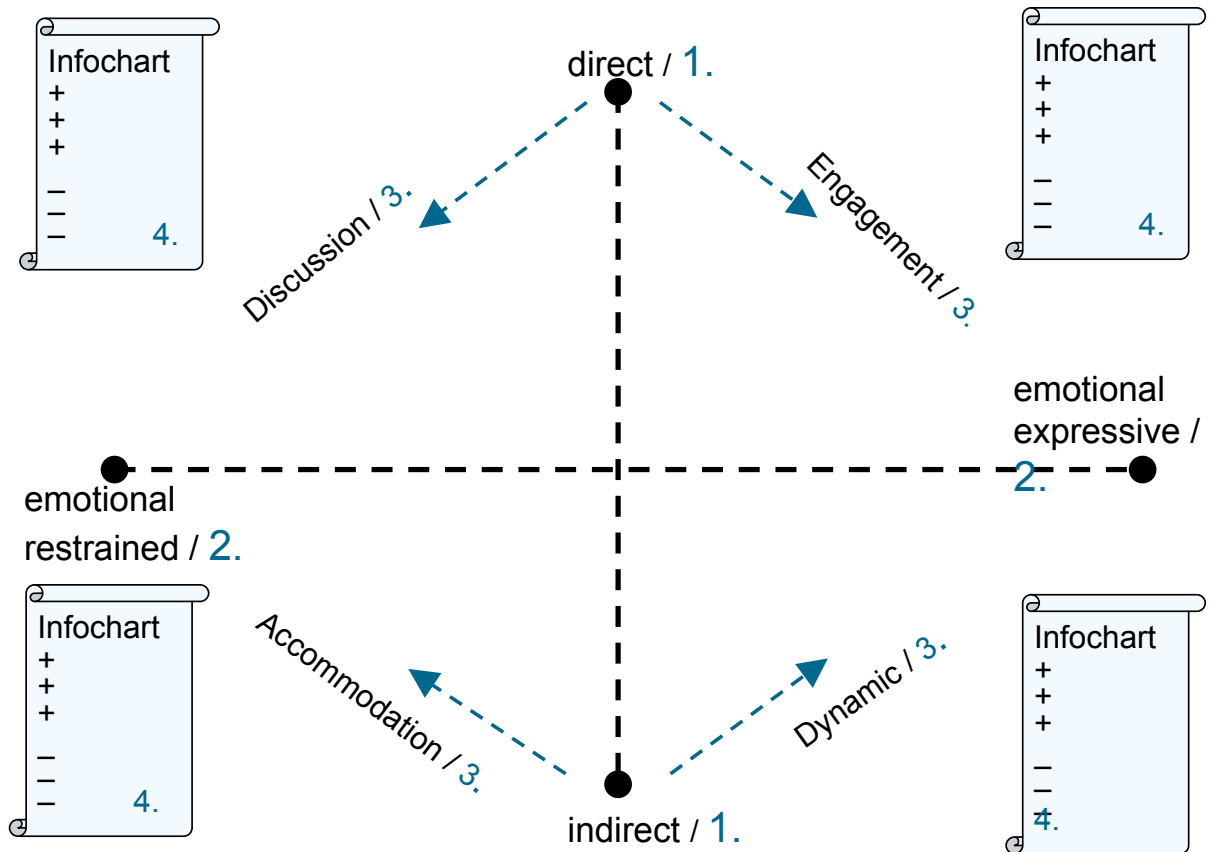
indirect / 1.



2. From your position move towards the emotional restrained or expressive dimension.

3. Your position now is in one of the fields between the poles: Turn the info-card over on the floor.

There you will find the name of your conflict style.



4. Have a brief discussion about the pros and cons of your particular way to deal with conflict.

Note your findings on the flipchart.

5. Now turn to the other groups and give feedback about what you like and find challenging when dealing with the other conflict styles.

We'll do it one group after another.



Four Cross-cultural Conflict Styles

Discussion: <ul style="list-style-type: none">• Direct• Emotionally Restrained	Engagement: <ul style="list-style-type: none">• Direct• Emotionally Expressive
Accommodation: <ul style="list-style-type: none">• Indirect• Emotionally Restrained	Dynamic: <ul style="list-style-type: none">• Indirect• Emotionally Expressive



6. Now uncover the info-chart on the wall and read what the researcher found out about self-perception and perception through others.



7. Prepare an index card with the name of your country.
If you are bi-national note both countries.

Lay it down on the floor where you're standing.
8. Debriefing: findings, questions, comments.



Cultural Patterns across Conflict Styles

