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# Global FM

## Working across Boundaries – The FM Challenge in an Advancing World?

# Agenda

- **Introduction by Steve Gladwin, Chairman of Global FM**
- **Cultural diversity – Dave Wilson**
- **Technology transcends boundaries – Steve Jones, Qube**
- **Delivering cross boundary solutions – Iain Murray, Connected FM - A suppliers view**
- **Panel/workshop discussion – Outcome – Chaired by Steve Gladwin**
  - **Expert panel made up of industry experts taking questions from the floor and sharing their experience of cross boundary service delivery**



**Dave Wilson CFM**

Director  
Agents4FM International

# THE TIGHTROPE WALK:

## *WORKING WITH CULTURAL DIVERSITY*

## Value assumptions persist:

- The French are ...
- The Italians are...
- The Americans are...
  
- The British are ...

Do **you** want to be stereotyped?

## Cultural behaviour:

- assertive or polite?
- vagueness or precision?
- rule bound or risk taking?
- hierarchy or delegation?
- respectful or challenging?
- competitive and dominant, or questing and thoughtful .. or both?

## But it's not just national culture:

- Social class
- Education
- Gender
- Age
- Regional culture
- Personal beliefs
- Personality

# Other barriers

- Your lack of knowledge about:
  - regulation
  - process
  - daily routines
  - civil norms
- Language skills

# Idiom

“It’s raining cats and dogs”

“Pijpen stelen”

=

It’s raining pipe stems

“Det sner gamle kverringer”

=

It's snowing old ladies...

التواريخ من خصلة شعر قد تقع غدا

=

the dates from the trees may fall tomorrow

=

mañana

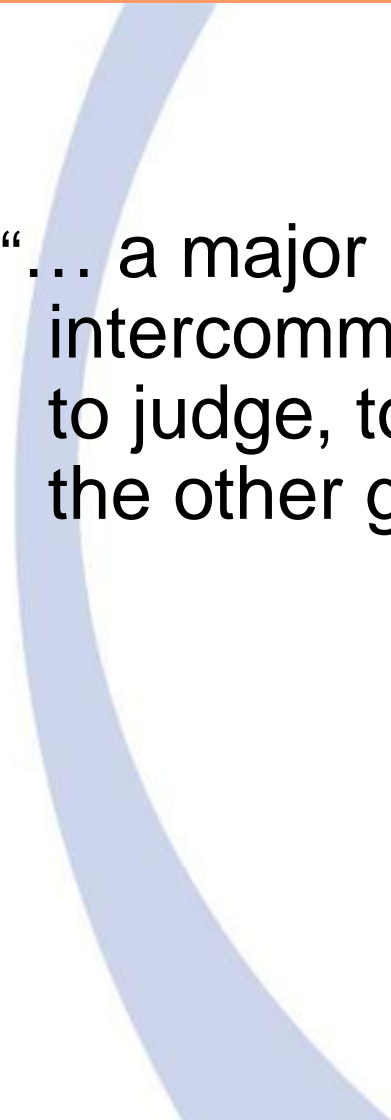
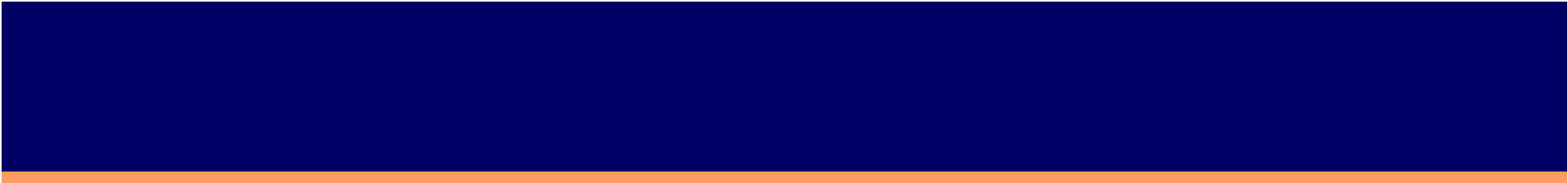
Das kommt überhaupt nicht in der Tute

=

That comes overhead, not in the bag

=

Forget about it!



“... a major barrier to mutual personal intercommunication is our very natural tendency to judge, to evaluate, to approve or disapprove ... the other group”

Carl Rogers,  
On Becoming A Person



**One common denominator**



We impose our own expectations on the people around us

These can be self fulfilling prophecies

So you have to be in control of  
“you”

## Carl Rogers, again:

The more open I am to the other person, the less I have to say to them. I have found it of enormous value when I can permit myself to understand another person



cultural diversity is a reality  
- but it's not an excuse

# Success comes when you can:

- Be confident without arrogance
- Listen without blindly accepting
- Judge without being judgmental
- Compromise without losing your values
- Succeed without the need to win

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