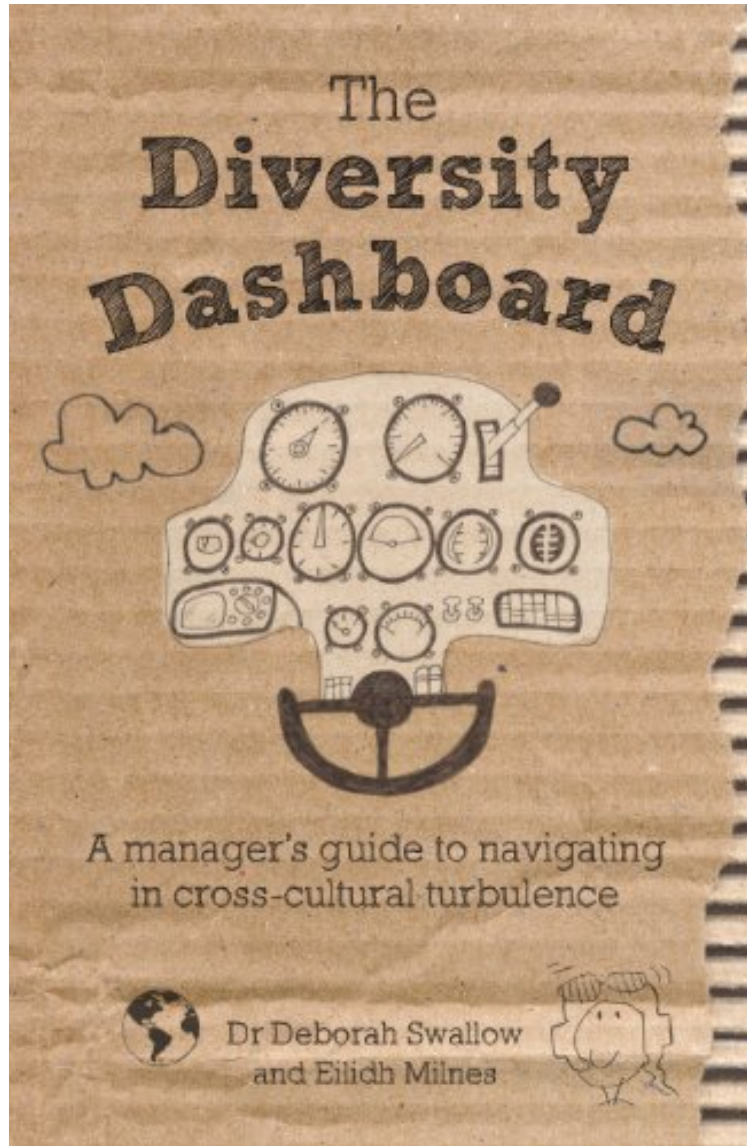


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## The diversity dashboard

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**Eilidh Milnes, Dr Deborah Swallow : The diversity dashboard** before purchasing it in order to gage whether or not it would be worth my time, and all praised The diversity dashboard:

1 of 1 people found the following review helpful. Fantastic bookBy Rui PintoThis book is simply amazing. I would recommend it to people working in designing, implementing and monitoring aid programs. The book is cleverly structured making it easy to read. It has several examples which convey key ideas. Each chapter has a brief quiz and a summary.0 of 0 people found the following review helpful. A Helpful and Eye Opening GuideBy Kindle readerFor anyone who travels and works overseas this guide will provide some guidance with real life examples on how to relate

to other cultures while avoiding common mistakes that can hinder relationships. In today's global economy this information is required reading. 0 of 0 people found the following review helpful. Anticipate the Turbulence By George F. Simons The originality and particular merit of this book is his ability to present and provide in simple readable language a selection of the basic concepts and effective tools that one can acquire and use to begin to understand and start to develop a culturally aware mindset and some of the behaviors that go with it. This is facilitated by the principal metaphor of the pilot's cockpit and illustrations that make it friendly and fun. Both students of cultural competence and the uninitiated can enjoy it. It will certainly not teach you everything, but will encourage you to look for more. While boarding airliner some years ago, I happened to look at the metal plate fastened inside the front door stating the model, registration number, and date of construction of the particular machine I was about to fly in. I noticed that the plane was more than 25 years old. As I slowed in the entryway to read, the copilot, who was standing in the doorway of the cockpit, notice me there and remarked, "Yup, it's a golden oldie! If all the fancy electronic systems fail us we can still move the flaps by hand." I'm not sure how much his statement increased my confidence for this flight on a stormy day, but it certainly helped to hear about the "hands-on" backup. The flight plans for this book include workspace, called "Creating Cultural Confidence," to reflect on and plan how you will use the insights it offers you to take action to address real-life situations, with multiple foci, Self, Team, one's Clients and one's Organization. There are tip lists toward the close of the book, not facile solutions so much as suggestions about how to get at what is going on in a cultural environment where your own rules are unlikely to guide your flight successfully through the turbulence. All of us need constant reminders of this sort so as not to jump to unwarranted or untimely conclusions about what we are experiencing in a cross-cultural encounter. The presentation throughout, with ample illustrations and stories is simply done in traditional format with a set of cultural dimensions presented as a framework for exploring cultural crashes and the tips to avoid them. In this domain, simple all too easily becomes simplistic, so there are frequent warnings as to the fact that cultural differences besides contrasting cultures to a greater or lesser degree are relative matters, particularly when it comes to how individuals embody the dominant characteristics of a specific group. Recognize potential patterns, but avoid stereotypes! Cultural competence comes only by time and experience. The author outlines one approach to understanding the qualities and attitudes and behaviors that one must acquire, also a confidence builder as the end of the book is not the end of the cultural flights we will take, but just a beginning on our way to savvy piloting. Given the dominant trends in global management and the likely market for this book, it is not surprising that much of it is largely written from a somewhat Anglo-American perspective. The greater number of the "crashes" (cultural conflict situations) involve either a Brit or a Yank with one or more individuals from another culture, or at least Anglo Western dynamics engaging non-Western ones. While written simply enough for ESL speakers, there are occasional expressions and maxims that may need further explanation for some such readers.

Diversity can be the cause of many problems at work and most people fail to recognise them. It is not just verbal expressions that cause confusion and distress. Beyond every gesture lies a world of meaning and interpretation. We do not all communicate in the same way. This, alongside strict policies around political correctness and inclusion, creates confusion, fear and a type of paralysis which can seriously undermine performance. 'The Diversity Dashboard' is a quick reference guide that aims to help managers to bridge the cultural gaps in their organisations. Swallow and Milnes use the analogy of a pilot's cockpit to describe the various functions, instruments and levers that managers can employ to close the cultural gaps that prevent their organisations from succeeding fully. Navigation, compass reading, understanding the cultural cockpit, addressing turbulence, ensuring the organization has a flight management system and passport control all play their part in this lively and entertaining book. 'The Diversity Dashboard' delivers a serious message in an accessible way that shows how far different world views can inhibit performance.

About the Author Deborah Swallow has worked in over forty countries helping organisations and individuals to work internationally across multiple cultures to gain an authentic competitive edge. She has worked with senior executives and diplomats on cross-cultural communication skills, with middle managers on building empowered global teams and with marketing departments on finding the cultural code. She won a National Training Award as an individual and her businesses have won several industry awards. Eilidh Milnes has delivered keynote speeches to thousands of people across four continents. She has two decades of training and coaching experience, working with people from Aberdeen to Adelaide. Eilidh is a Director and Fellow of the Professional Speaking Association and was National President in 2013. She is a columnist, regular radio guest and contributor on media chat shows.