



Coping Strategies: *Workshop Outline*¹

Ted Ward

Four stages in an intercultural encounter:

- Honeymoon
- Hostility
- Humor
- Home

Roots of culture shock:

- Emotional anxiety
- Disorientation
- Discomfort
- Overwhelming sense of incompetency

Cope (verb)

- To cope = to DO something about a problem
- Don't just DO something, stand there (and perceive)
- Don't just stand there, do SOMETHING
- Don't just do something, THINK about it

The “right stuff” of coping:

- Curiosity
- Inventiveness
- Gentleness

The Action of coping:

- Do something . . .
 - . . . based on what you see, hear, smell, feel
 - . . . reasoned, and
 - . . . tempered by kindness
 - . . . from which you can learn

Praxis cycle of learning: action and reflection

Three shock absorbers:

- Empathy
- Observation
- Transactional exploration

¹ Ted Ward. Cross Cultural Training: Coping Strategies. Workshop Outline. Intervarsity Christian Fellowship. Madison, WI, May 8, 1987

Interpersonal skills:

- Kindness
- Patience
- Valuing people
- Politeness
- Thinking about the best of others
- Persistence

Coping responses you can develop in advance to such matters as the following:

- Being stared at
- Rudeness
- Deference
- Aloofness
- Being left out
- Conversing about the unknown
- Language hang-ups
- A different sense of time
- Delays
- Ambiguity
- Roundabout ways
- Bribes
- Beggars
- The unfamiliar
- Coping fatigue

Three keys for coping:

- Get information and keep on getting it
- Copy a reliable model
- Using your best insights, ACT!