



Respecting Cultural Differences at the Polls

Our Goal

For all eligible voters to be able to cast a ballot, and to have that ballot counted.



Our Values

Continual Improvement

Leaders in Innovation

Equity, Empowerment, and Engagement

Respect for Each Customer

Key Resource for Information

Service with Integrity & Empathy

Culture

- ★ Beliefs, customs, arts, etc., of a particular society, group, place, or time

- Merriam-Webster Dictionary



Culture

- ★ A lens through which we view the world



We Have Multiple Cultures

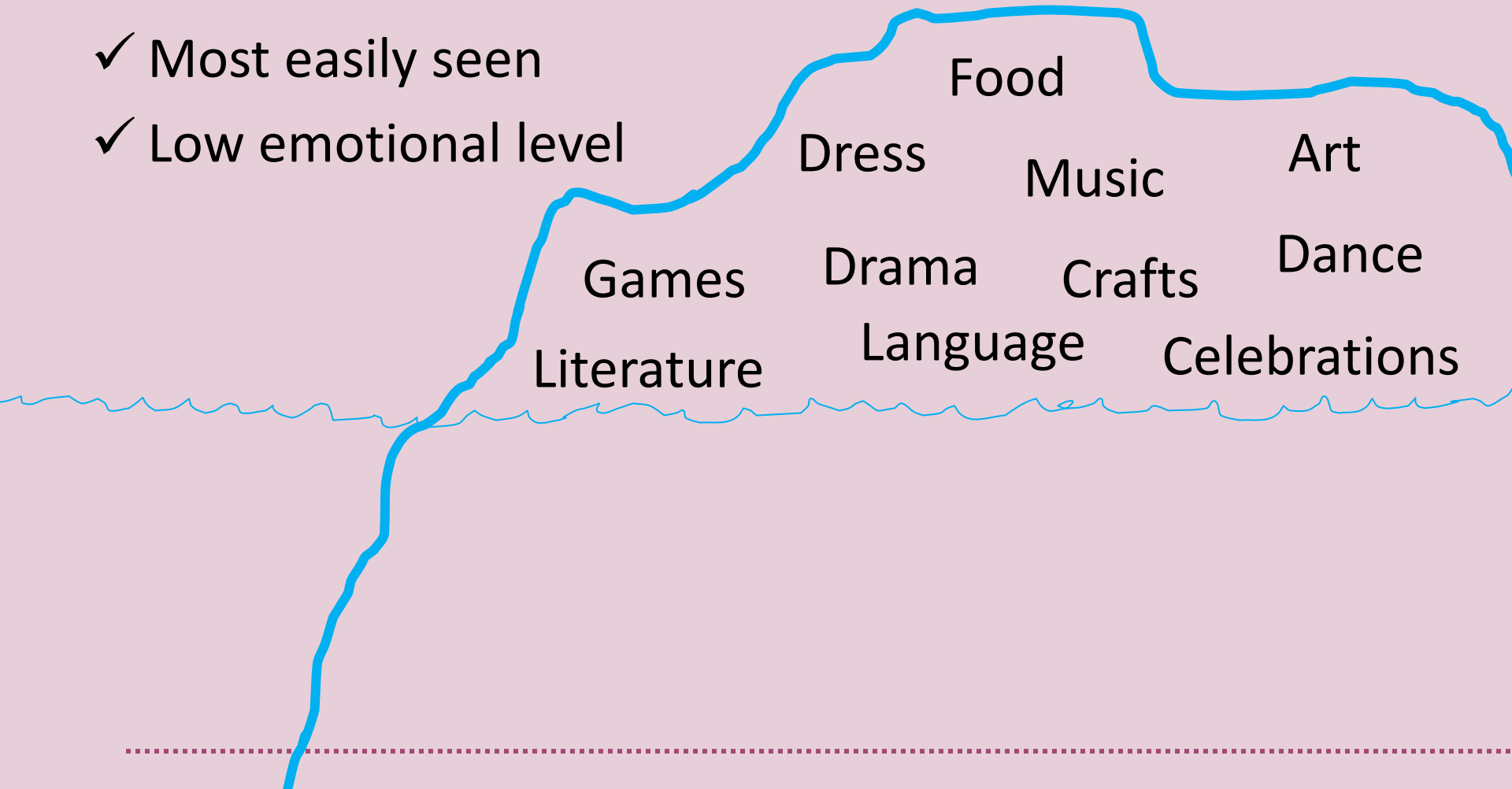
- ★ Do you share similar values and beliefs with a group of people? That is a culture.
- ★ Hometown
- ★ Work
- ★ Socio-economic
- ★ Geography
- ★ Ethnic background
- ★ Poll worker



Iceberg Concept of Culture

Surface Culture

- ✓ Most easily seen
- ✓ Low emotional level



Discussion

★ Share something about your culture



Beneath the Surface

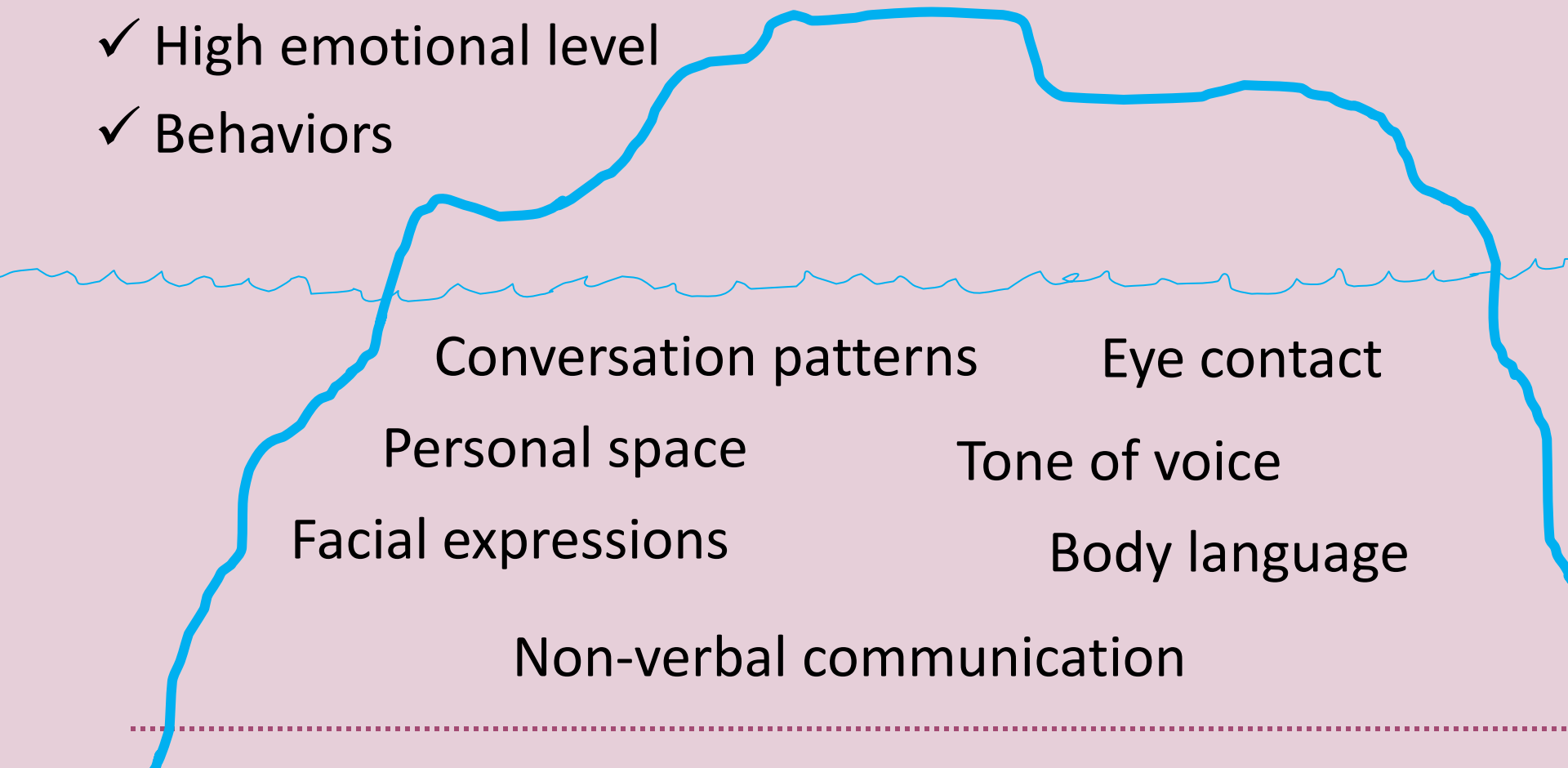
- ★ 90% of culture is out of our conscious awareness



Iceberg Concept of Culture

Shallow Culture

- ✓ Unspoken Rules
- ✓ High emotional level
- ✓ Behaviors



Potential for Miscommunication

★ Non-verbal communication

- ★ Tone of voice

- ★ Eye contact

- ★ Body language

- ★ Personal space

★ Verbal communication



Minimizing Miscommunication

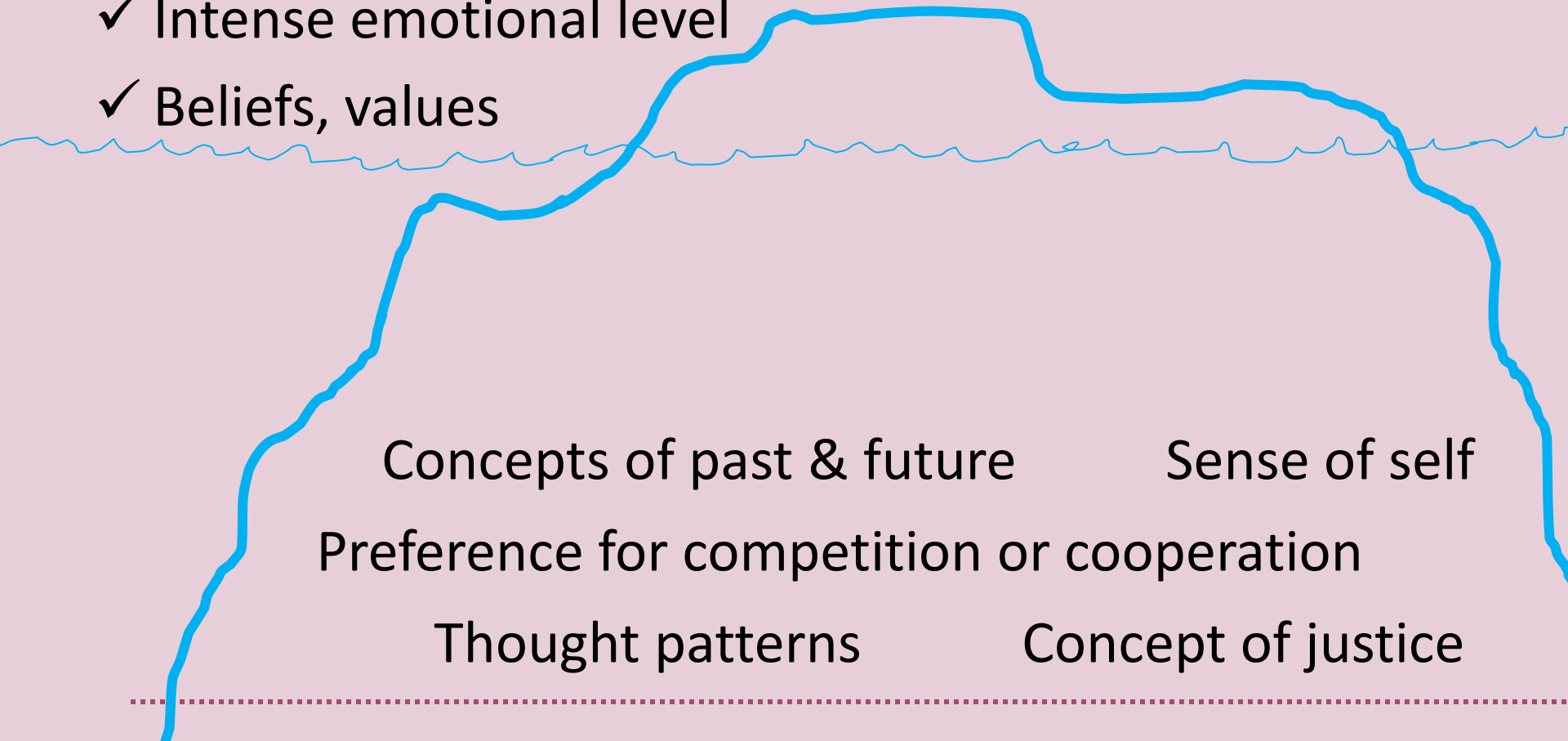
- ★ Listen intently—do not interrupt
- ★ Check your biases
- ★ Try to see situation from a third party's point-of-view
- ★ Be patient



Iceberg Concept of Culture

Deep Culture

- ✓ Unconscious Rules
- ✓ Intense emotional level
- ✓ Beliefs, values



Thought patterns

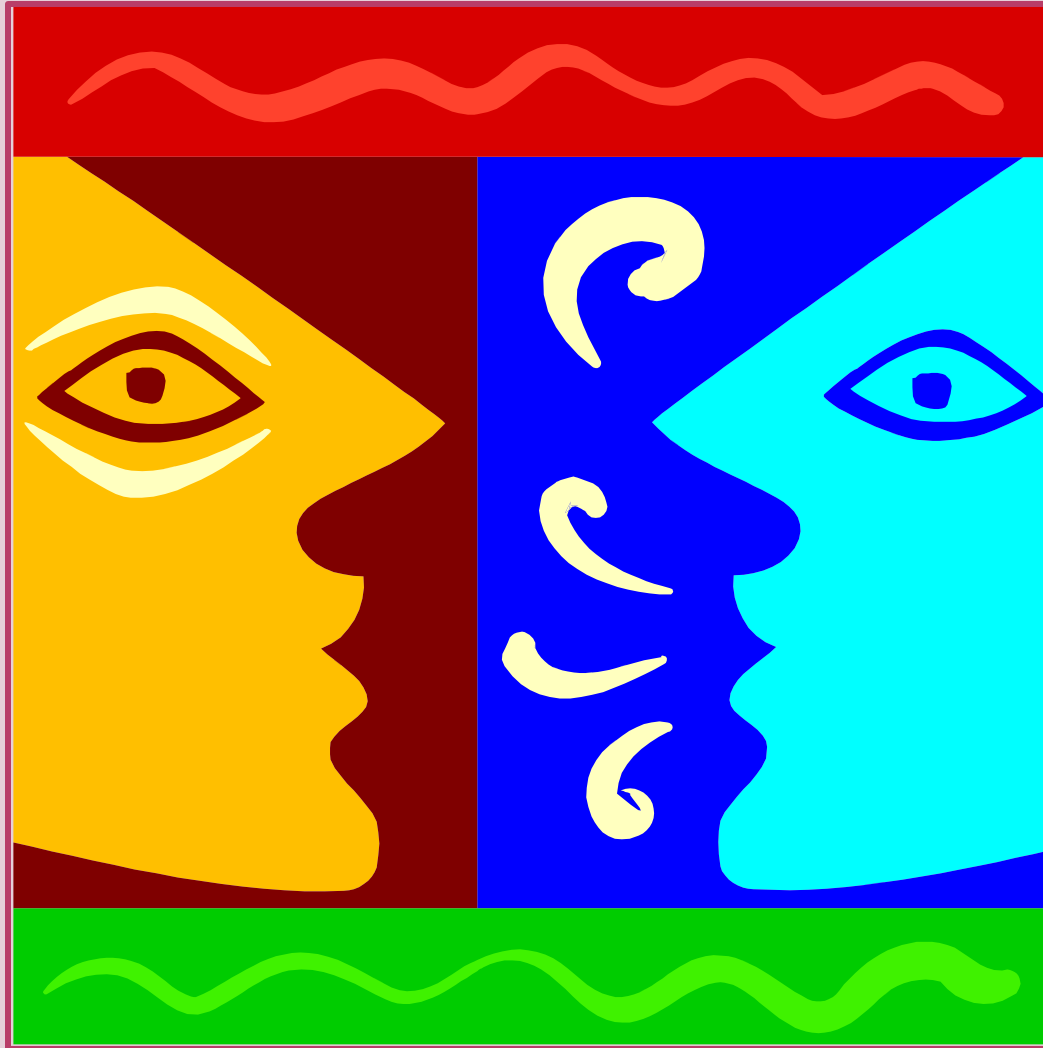
Concepts of past & future

Preference for competition or cooperation

Sense of self

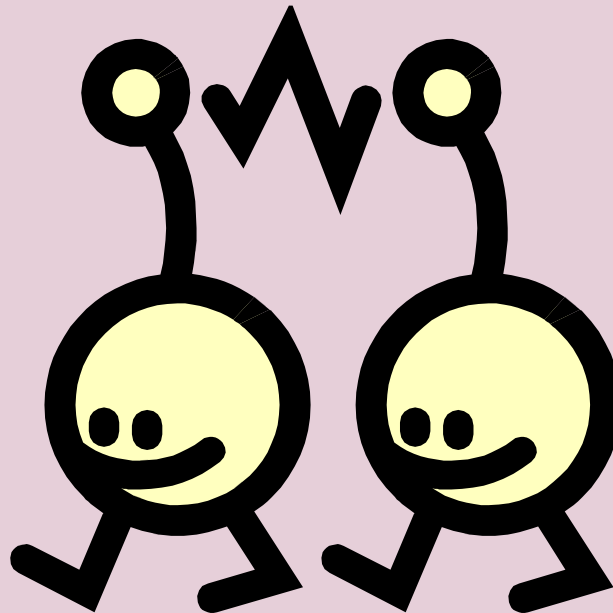
Concept of justice

Values Exercise



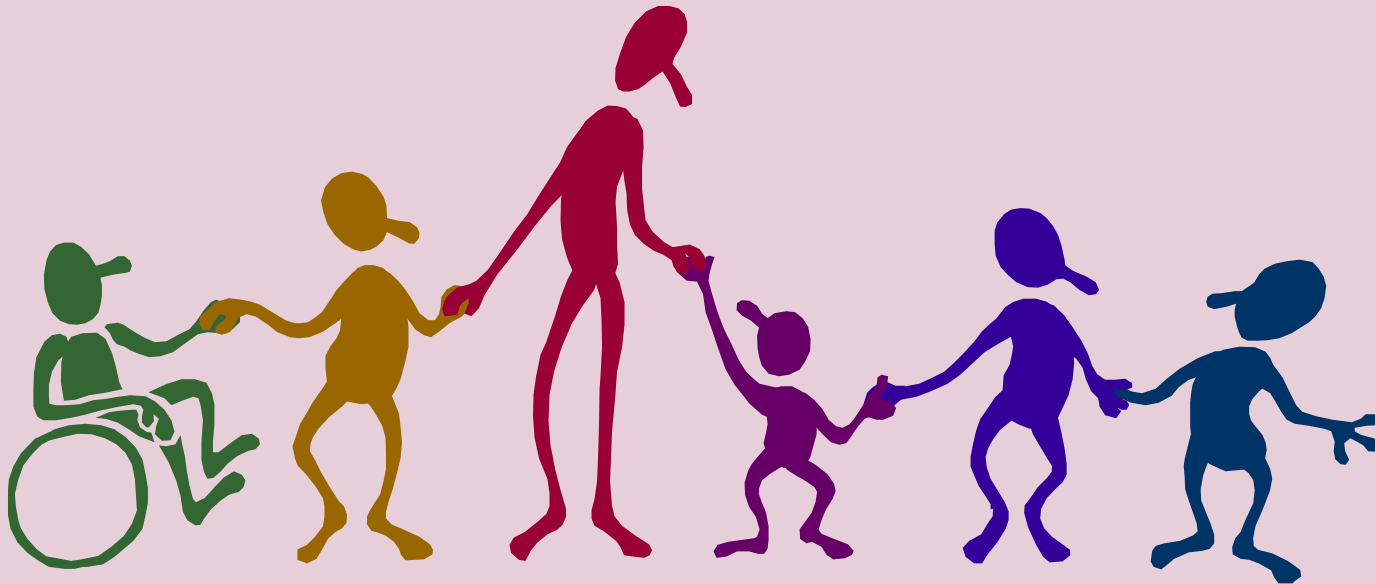
Values Exercise

- ★ Are our top values identical?
- ★ Do we all share the same perspective?
- ★ What shapes our values?



Values Exercise

- ★ Even within a culture, we are all unique
- ★ How can we show respect for these differences at the polls?



Discussion

★ Share the story behind your name



Melting Pot?

- ★ Cultures and traditions melt together to fit into culture of the dominant group



Salad Bowl

★ Cultural identity and traditions remain intact



Recommendations

- ★ Recognize that others have values that are wonderful, but different from your own.



Recommendations

- ★ Become aware of your own assumptions.
- ★ Try to see things from an observational frame of reference.



Recommendations

- ★ Treat each voter and colleague as an individual, not as the personification of a particular culture.



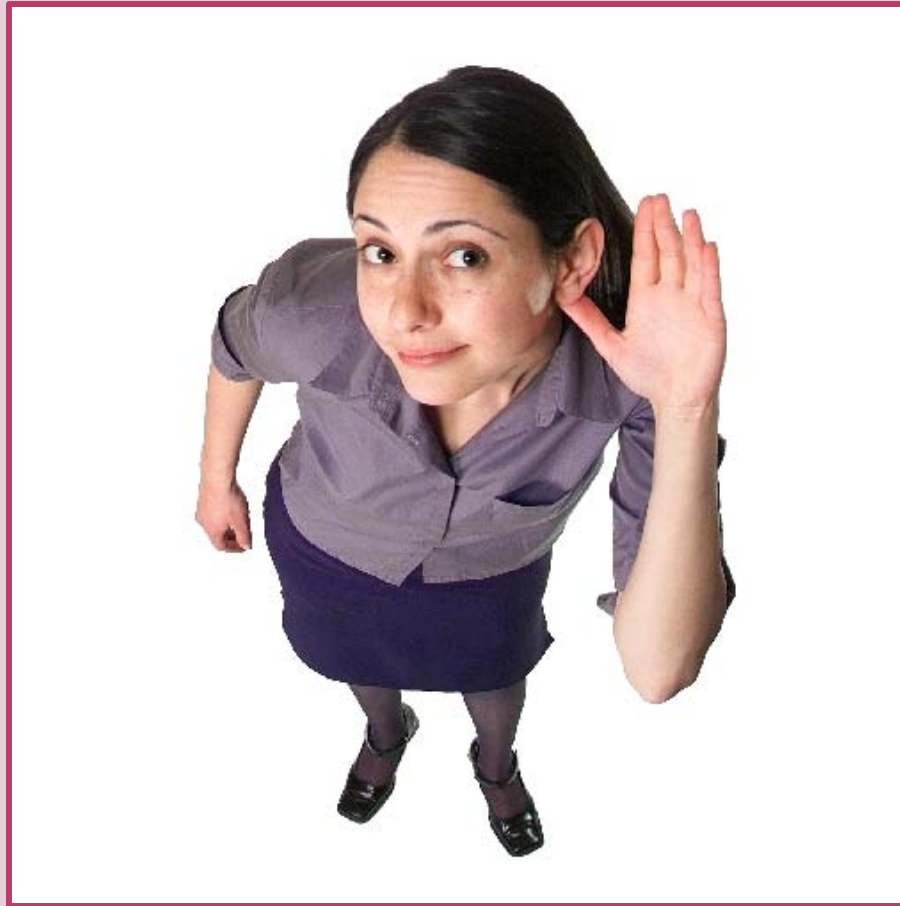
Recommendations

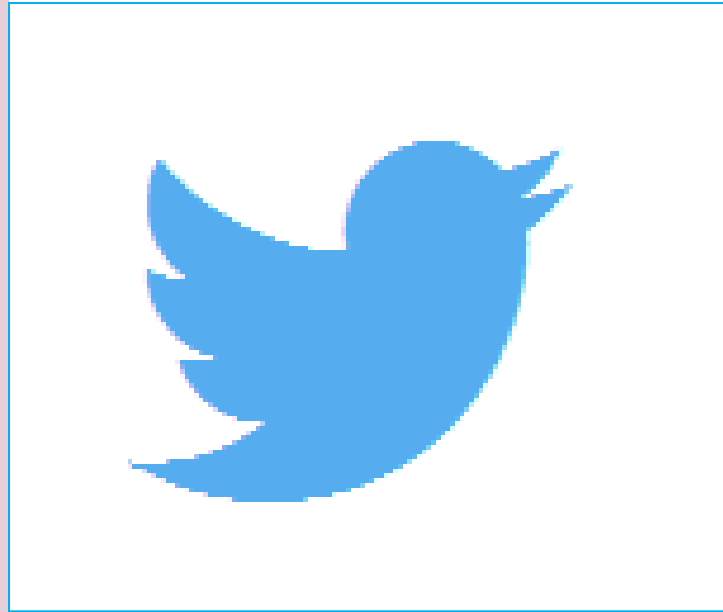
- ★ Recognize that you cannot simultaneously judge someone and show them respect.



Recommendations

★ Patiently practice active listening.





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Thank you!

