



Question set for a Multicultural workplace

These questions may come in handy when you have a discussion with people from different backgrounds in your team.

Questions:

- 1. Warm-up: How is it going?**
Tell them how you are doing, too.
- 2. When things go well and you succeed, what happens?**
Let them know how you respond when you are pleased.
- 3. How would you react if there were difficulties at work? (e.g. you were late, you made a mistake, etc.?)**
Let the employee know that you are understanding when it comes to making mistakes and make sure that they know the company's protocol for the problem at hand.
- 4. How would your previous employers have reacted if you made a mistake?**
Let them know what the reaction would be in your workplace, and that one shouldn't be afraid of making mistakes here.
- 5. How would you like your supervisor to react if you had difficulties at work – e.g. you showed up late or made a mistake?**
Support a positive view and give reassurance.
- 6. Encourage them also to reach out in the future and thank them for their time.**

Take a minute to reflect on your reactions after each question:

- Listen and repeat what has been said in different words.
- Make sure that the person has understood the conversation.
- Give examples. Tell them why it is worthwhile following a certain protocol.

"In our workplace, it's okay to tell the supervisor if you don't understand something, but this might not be the case in all cultures.– Supervisor in the maintenance sector

Background

- Service sectors employees come from various cultural backgrounds in Finland.
- It is necessary to take the cultural differences into account in order to successfully orient a new worker to the workplace.
- Previous experiences play an important role.
- The rules of Finnish working culture may be new and unfamiliar.
- An open discussion makes a big difference.
- Utilise this set of questions as you see fit!

Read more

Succeed in orienting a new worker to the workplace: (In Finnish)

<https://www.ttl.fi/oppimateriaalit/onnistunut-perehdytys-palvelualoilla>

Project website:

[Well-being at work and competence in the service sectors | Finnish Institute of Occupational Health \(ttl.fi\)](#)