



**INCLUSIVO** CARDS



## GETTING STARTED WITH INCLUSIVO CARDS


*Inclusivo Cards* can be used for either 1:1 coaching or team coaching. The cards generate interesting and productive conversations about the challenges and joys of working in an international team. There are many ways to use these versatile cards. The best way to get started is to simply shuffle the pack, take a card at random, and have everyone in the group give their response to the question. You'll notice a diverse range of answers and you'll discover interesting things that you didn't know about your colleagues. *Inclusivo Cards* can be used as the only activity in a team working event, or they can be used to supplement other intercultural or communication training courses.

Remember though, it's a question of quality not quantity, so don't rush through the cards. Have a really good conversation about each one, and learn as much about each other as possible.


You may feel challenged by some of the questions, while others may be very straightforward to answer. Either way, make sure you pay attention to how others react to the cards, their reactions may be different to yours!

As well as getting to know each other better, you'll notice that some wonderful ideas will emerge regarding how to improve communication and collaboration in your international team.


If you'd like more ideas on how to use *Inclusivo Cards* please send an email to [inclusivo@abbeycommunication.com](mailto:inclusivo@abbeycommunication.com).




What could you share about your background that would be helpful for others to know?




What is your team's approach  
to time and punctuality?




What kind of communication style  
do you prefer: direct or tactful?



Have you experienced  
different attitudes to hierarchy  
in your working life?



How do you like a team  
to make a decision?




When you have lived or travelled abroad, what behaviours or actions have you found the most confusing?







Which language(s) is your  
native or first language?




What would you include in a  
'team communication charter'  
for your international team?




How could you adapt yourself  
to be a better international  
communicator?




What behaviours create  
great collaboration in  
international teams?




What would you like to improve  
about your team's approach  
to informal conversation?



What communication strategies and tools do you use to make sure you've been fully understood?




When you don't understand  
someone fully, what do you do?




When you speak and work in another language, do you notice any changes in your communication style?







Describe a recent time when you  
felt you were misunderstood  
because of language differences.




When you have lived or travelled abroad, what behaviours or actions have you admired?



When do you feel excluded from  
a conversation in the team?




How are the values of equality and diversity addressed in your international team?




When do you lack confidence  
in your international team?



How can you ensure that everyone contributes to idea generation?




How can you overcome business dilemmas using the varied experience and diversity in your international team?




How do you know that you have  
communicated successfully?







What would you like to improve  
about the team's approach  
to audio/video calls?




What would you like to improve  
about international presentations?




What would you like to improve about international team meetings?




What evidence is there that communication sometimes fails in your international team?




What is the team's approach  
to rules and procedures?



What cultural differences  
are difficult to navigate?




What common dilemmas do  
you all share in your team?




What are the most challenging aspects of speaking another language at work?







What change in the team's communication style would make the biggest positive difference to you?




Is knowledge transferred  
efficiently in your team?




Have you changed anything about  
your communication style  
to accommodate language  
differences in your team?




Have you changed anything  
about your communication style  
to accommodate cultural  
differences in your team?




Does speaking English with international colleagues cause you any stress? If so, how and when?



If you were to observe and listen more in your international team, what do you think you would notice?




How do you try to make meaning  
in a conversation that you  
can't fully follow?



How good are the team at  
listening to each other?







How separate do you prefer to  
keep your private and work life?




How important are  
deadlines to the team?




How important is it to show  
your feelings at work?




Share a well-known idiom  
or phrase in your first language.  
What does it mean?




Describe a recent time when you  
felt you were misunderstood  
because of cultural differences.



Out of 100%, how much of team communication (both formal and informal) do you understand?




What is the best thing about  
living in another country?



What mistakes have you made when communicating internationally and what have you learned from them?







What causes you the most  
stress about international  
communication?




What languages do you speak?



What family and cultural/  
religious celebrations  
do you enjoy?



What was your favourite  
book or story when you  
were growing up?




What difficulties or dilemmas  
do you experience when working  
in another culture?



What is your favourite film?




What is your favourite song?




What cultural differences  
do you value?







How effective is your team's  
approach to giving feedback?




What is a good way to show  
trust in your experience?




What is a productive working  
environment from your  
point of view?



What is the worst thing about  
working in another language?



What is the worst thing about  
living in another country?



What is the best thing about  
working in another language?