

The Effects of Cross-Cultural Training

Changes in people's thinking (cognitions):

1. Greater understanding of host nationals from the host nationals' own point of view.
2. A decrease in the use of negative stereotypes in thinking about hosts.
3. A development of complex rather than oversimplified thinking about another culture as well as an increase in knowledge about other cultures.
4. Increase in the general attitude called "world-mindedness" as well as greater knowledge about one's own culture.

Changes in people's affective reactions (feelings):

5. Greater enjoyment among people who interact with hosts.
6. An increase in feeling, from a given person's own perspective, that he or she has good working relations with hosts and is enjoying overseas duty.

Changes in people's behavior:

7. Better interpersonal relationships in work groups composed of people from different cultural backgrounds.
8. Better adjustment to the everyday stresses of life in another culture and better job performance. Better job performance was found among people who had already lived in another culture. Training seemed to help them integrate their diverse, and perhaps confused, experiences.
9. Greater ease while interacting with hosts, as perceived by the hosts themselves.
10. Assistance in setting and achieving people's own goals related to better interpersonal relations with hosts.

These benefits, of course, are not the guaranteed outcomes of any training program. Rather, they are the potential benefits that can result from carefully prepared and well executed cross-cultural training.