

Mysore InterCultural Effectiveness Indicator

Interpretive Report

MICE

Prepared for:

Jack Tester

International Ltd.

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Introduction

This interpretive report is designed to help you analyze your organizational setting with respect to international collaboration and communication based on the Mysore InterCultural Effectiveness (MICE) self-appraisal.

The **first part** helps you understand your personal effectiveness in interacting and collaborating with your foreign counterparts, that is, it provides an answer to *'how I think I am with them.'* When you completed MICE, you made choices on four dimensions, each of which are made up of two poles:

Ability to accept cultural differences	Denial (D)	<<	or	>>	Acceptance (A)
Avoidance of psychological stress	Tension (T)	<<	or	>>	Ease (E)
Successfulness of communication	Flop (F)	<<	or	>>	Success (S)
Establishing of interpersonal relationships	Clash (C)	<<	or	>>	Bond (B)

These four dimensions describe 16 different intercultural effectiveness types:

ATFC	ATSC	AESC	AEFC
ATFB	ATSB	AESB	AEFB
DTFB	DTSB	DESB	DEFB
DTFC	DTSC	DESC	DEFC

Based on your reponseses to the MICE self-appraisal, your intercultural effectiveness type is

AESB (Acceptance, Ease, Success, Bond)

In the **second part**, the MICE indicator gives an indication of how satisfied you are with the appropriateness of communication from your foreign counterparts and the outcome of the collaboration, that is *'how I think they are with me.'* You made choices on two dimensions, each of which are again made up of two poles:

Appropriateness of communication	Hostile (H)	<<	or	>>	Friendly (F)
Results of collaboration	Disappointing (D)	<<	or	>>	Strong (S)

These two dimensions describe 4 different intercultural satisfaction types:

FD	FS
HD	HS

Based on your reponseses, your intercultural satisfaction type is

FD (Friendly, Disappointing)

The MICE indicator is developed by Dr. Wolfgang Messner; he spent years working as an expatriate manager, observing and later researching employee communication behavior in intercultural collaboration scenarios.

This interpretive report contains the following sections:

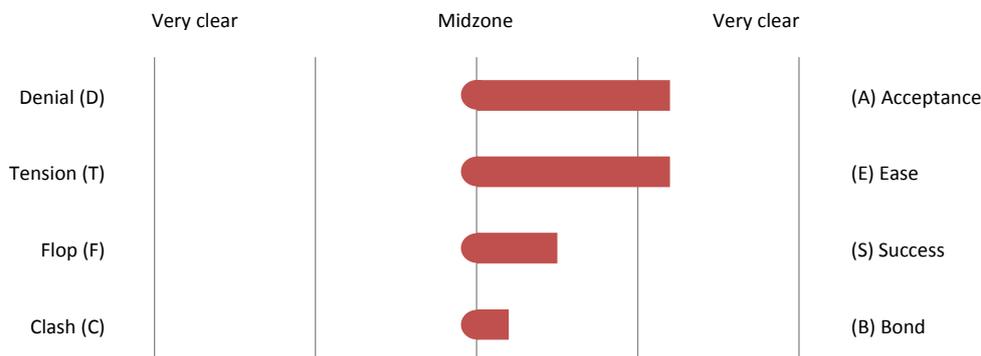
- * Your View on Your Intercultural Effectiveness
- * Your Satisfaction with the Intercultural Collaboration
- * If the AESB and FD Patterns Do NOT Seem to Fit You
- * Information for the Coach about Jack Tester

In understanding your MICE results, remember that the MICE indicator:

- * Describes rather than prescribes, and therefore is used to open possibilities, not to limit options.
- * Identifies your current situation, but does not talk about your skills, abilities, or competencies.
- * Assumes that all dimensions are equally important.
- * Is supported by ongoing academic research and is being further developed.

Your View on Your Intercultural Effectiveness

The graph below and the paragraphs that follow provide information about your intercultural effectiveness in your current international collaboration as reported by you. Each of the four characteristics you indicated is shown by a bar on that side. The longer the bar, the more clearly you have expressed that characteristic.



Your intercultural effectiveness came out to be of the type:

AESB (Acceptance, Ease, Success, Bond)

The next section gives you information for each of the characteristics. You will find a brief definition of the dimension and on which side of the dimension's pole you are. By looking at the above diagram, you can see how clearly your result on a dimension is towards the left, right, or in the midzone.

Ability to accept cultural differences

Acceptance

The ability to tolerate, accept and advocate cultural differences is key to accomplishing set goals in a manner which is appropriate to the context and intercultural relationship.

- * You are tolerant and maybe even fascinated about cultural differences; you think that they can be an asset at work.
- * You think that culture influences your colleagues' believe systems and the way they communicate and work.

Avoidance of psychological stress

Ease

An intercultural situation is composed of many new and novel situations; an effective intercultural communicator must therefore be capable of handling psychological stress resulting from the unknown.

- * You are very much at ease and enjoy interacting with your foreign counterparts.
- * This does not cause you any stress and you feel like you are being useful.

Successfulness of communication

Success (midzone)

The ability to successfully communicate across cultural borders involves many aspects of a more general communication ability.

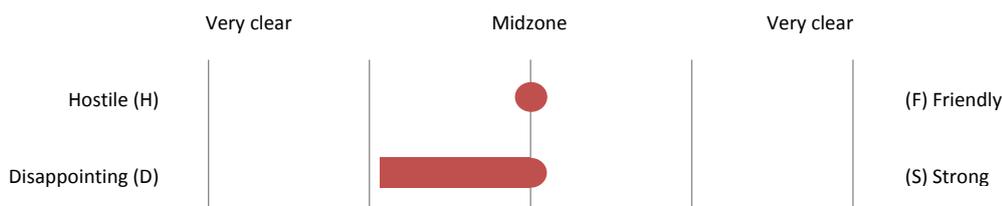
- * Initiating a dialogue with your foreign counterparts often poses a challenge for you.
- * Ever so often you find it difficult to follow and/or actively participate in an intercultural conversation.

The ability to develop and maintain satisfying interpersonal relationships across cultures is a basis for being effective in collaboration.

- * You experience some difficulties identifying with your foreign counterparts.
- * You do not feel fully connected with them and collaboration is prone to be challenged.

Your Satisfaction with the Intercultural Collaboration

The graph below and the paragraphs that follow provide information about your satisfaction with the intercultural collaboration as reported by you. Each of the two characteristics you indicated is shown by a bar on that side. The longer the bar, the more clearly you have expressed that characteristic.



You view your current intercultural relationship to be of the type:

FD (Friendly, Disappointing)

The next section gives you information for each of the characteristics. You will find a brief definition of the dimension and on which side of the dimension's pole you are. By looking at the above diagram, you can see how clearly your result on a dimension is towards the left, right, or in the midzone.

Do your communication partners have knowledge of the socially appropriate communicative behavior and do they make an effort to adapt?

- * Your foreign counterparts make an attempt to understand you and your culture.
- * However, this attempt is not sufficiently reflected in their communication and collaboration style with you.

Is the collaboration able to bring about an effect - as per your expectation and cultural definition?

- * You are not too unhappy with the collaboration with your foreign counterparts, but you feel you could both achieve more.

If the AESB and FD Patterns Do NOT Seem to Fit You

The dynamics of intercultural communication and collaboration are too complex to be fully accounted for by a set of questions, no matter how good these questions may be. Here are some suggestions if your reported types do not seem to fit you:

- * Think back to your frame of mind when you completed the Mysore InterCultural Effectiveness (MICE) self-appraisal. Where you influenced by the way you think intercultural communication and collaboration ought to be, or by the way you think you ought to be, or the way someone else (maybe your superior) thinks you ought to be?
- * Was it hard for you to answer some of the questions? If so, perhaps that helps account for why you feel your results do not accurately reflect your true experience in your intercultural relationship. What if you had responded differently? What letter in your type might change?
- * If your responses were the ones that came most easily to you and reflected your most natural experience, yet the description given in this report does not seem to fit your experience very well, can you find a type that describes your experience better? Talk to your coach to help you find the type that fits you and your organizational situation best.

Information for the Coach about Jack Tester

<u>Name</u> Jack Tester	<u>Gender</u> male	<u>Age</u> 45 years
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<u>Education</u> Bachelor's degree	<u>Job title</u> Director	
<u>Nationality / cultural background</u> United States	<u>Mainly working together with colleagues from</u> India	

Jack Tester never attended any intercultural sensitization program.

