

# Business Careers

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## Knowledge, interest help bridge cultural differences in workplace

As the Internet shrinks the world, you're likely to find yourself working with at least one person whose cultural background differs greatly from yours. This person may sit in a cubicle next to you, in an office down the hall or at the end of a telephone, here or abroad. How can you enjoy cultural differences when you may know very little about them?



**MILDRED CULP**  
WorkWise

may find people appreciative of your interest but reluctant to cross personal boundaries.

Blaise Mercadante, chief development and marketing officer at Miami Jewish Health Systems in Miami, Fla., says his organization tries to make it easy to strike up a conversation with a person whose background is completely different. About two-thirds of his system's staff and patients come from abroad.

"We have a multicultural conference and bazaar each year," Mercadante says, "where employees stand up and talk about (cultural differences). A lot of the issues different cultures have in working together (emanate) from lack of understanding."

For example, a patient from New York may speak loudly, prompting a nurse from Haiti to suspect the patient dislikes her.

Bridging cultures at Miami Jewish Health isn't exclusive to annual events. "We work with each team and group on an ongoing basis," he says. "We

hold cultural presentations developed by employees themselves with an employee from that culture."

The presentations are designed to open up topics of conversation and make it easier for people to express interest rather than appear to be challenging a culture.

If you work in a small company or business that doesn't open cultural doors for employees, you need not be stuck. Velling and Mercadante agree that you need to respect the other person. Velling adds that it's important to be aware of your own prejudices, which you may often express when you make assumptions and generalize.

Of Indian descent, Avani Patel, CEO of TrendSeeder Corp. in New York, N.Y., showcases emerging designers from around the world on her site. Ariela Piccioetto, her Italian director of strategy and marketing, speaks five different languages, and the two enjoy learning from each other. "People like to talk about themselves," Patel remarks. "Focus on what they're doing as opposed to who they are."

Patel and Mercadante consider

food a very safe subject. Patel and Piccioetto discuss it enthusiastically.

"We love food," the entrepreneur comments. "It's always interesting to see how Italian food is different in the States. There is detail and who doesn't really like food? It's not like politics. All you can fight over is whether you like Italian food or what your favorite food is."

Along those lines, Velling advises avoiding the sensitive (although not taboo) topic of democracy when speaking with a Chinese citizen.

Although both Patel and Piccioetto enjoy discussing their backgrounds with each other, Patel recommends holding back about family because of potentially difficult situations, and steering clear of religion. Mercadante observes that "there's no magic bullet" in the entire process.

"Know that words and concepts have multiple interpretations," Velling advises, "and ask for clarification. Enjoy learning and expanding perspectives on life experience."

Dr. Mildred L. Culp welcomes your questions at [culp@workwise.net](mailto:culp@workwise.net). © 2013 Passage Media.

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**Tickets** 12

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**Tickets** 12

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FOUND WHITE CAT, Halls area. Phone 865-598-4992

LOST: Fawn Fem. Pug named Lavia. Reward. 423-748-1537

Lost Pet? Check Young-Williams Animal Center 3201 Division St. 37919

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8 am - 5 pm

Mon - Fri

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I Love You Missy. Forever Yours... Dan

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**Happy 90th Birthday RALPH WILSON**  
A great Dad & Granddad  
We love you, Cindy, Ralph & Family!

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**ADOPT:** A loving couple dreams of becoming a family. A life filled with love & opportunity awaits your newborn. Expenses paid.  
**Nadine & Jeff,**  
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**ADOPT:** happy, kind, secure couple looking to adopt 1st baby to love. Expenses paid. Legal / confidential.  
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**ADOPT:** We promise your baby a life filled with love & a secure future. Expenses pd.  
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**Notice of Public Auction**  
West End Storage, 502 Ward Ave., London, TN at 10AM on Saturday, October 19, 2013 will sell the contents of the following rooms for non-payment of rent:  
#20 - Rogers  
#49 - Knight  
#60 - Viars  
#77 - Courtney  
#110 - Hubbard  
#144 - Stouall

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**NOTICE**

Notice of Public Auction  
West End Storage, 502 Ward Ave., London, TN at 10AM on Saturday, October 19, 2013 will sell the contents of the following rooms for non-payment of rent:  
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#144 - Stouall

**Bids/Proposals** 94

**ADVERTISEMENT FOR BID**

Separate sealed bids for the City of Harrogate 2012 CDBG Sanitary Sewer Line Extensions, consisting of approximately 4,745 linear feet of 8-inch gravity sewer, 24 manholes and 46 new service connections will be received by the City of Harrogate at the City Hall located at 138 Harrogate Crossing, Harrogate TN 37752 until 2:00 p.m., (local time) on October 21, 2013, and then at said office publicly opened and read aloud.

The Contract Documents may be examined at the following locations:  
City of Harrogate  
138 Harrogate Crossing  
Harrogate TN, 37752  
F.W. Dodge Corporation  
622 Leroy Avenue  
Knoxville TN 37921  
Knoxville Blue Print & Supply  
622 Leroy Avenue  
Knoxville TN 37921  
Hatfield & Allen, Associates Inc.  
124 Crossroad Drive  
Bean Station, TN 37708  
Knoxville Builders Exchange  
301 Clark Avenue  
Knoxville, TN 37716  
Nashville Minority Business Center  
223 8th Avenue North, Suite 205  
Nashville, TN 37203-3513  
Official Bid Sets of the Contract Plan and Documents may only be obtained at Knoxville Blue Print & Supply (Tel: 865-525-0433) located at 622 LeRoy Avenue, Knoxville TN 37921 upon a non-refundable payment of \$100 for each set.  
Bill Fultz, Mayor  
City of Harrogate

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**Public Sales** 93

Notice of Public Auction  
The following storage rooms will be sold for non-payment of rent in accordance with State law. The sale is to take place promptly at 10:00 am on 10/14/2013, and is to be conducted at: U-Haul Center of Chapman Hwy, 7800 Chapman Hwy, Knoxville, TN  
**Units to be sold:**  
Unit # 111  
WILLIAM BROWN  
Unit # 226  
AMANDA REIFF  
Unit # 129  
CHEREKA TRUITT  
Unit # 150  
SAMUEL BROBBEY JR  
Immediately afterwards, sale to take place around 11:00 am, and will be conducted at: U-Haul Center of Rutledge Pike, Knoxville, TN  
**Units to be sold:**  
Unit # 322  
HENRYETTA EPPS  
Unit # 504  
HENRYETTA EPPS  
Unit # 157  
HENRYETTA EPPS  
Unit # 274  
KRISTY DOWNS  
Unit # 514  
TAKEYA TATE  
Unit # 128  
CHERYL JOHNSON  
Unit # 152  
CHERYL JOHNSON  
Unit # 294  
RILEY KNUCKLES  
Unit # 337  
CHERYL JOHNSON  
Immediately afterwards, sale will proceed to U-Haul Center of Clinton Hwy, Knoxville; Around 12:00 pm.  
**Units to be sold:**  
Unit # 140  
WANNIE BODIO  
Unit # 1020  
PRECIOUS BATES  
Unit # 1412  
JACQUELYN STYLES  
Unit # 1304  
LUCRESHA BURRIS  
All sales cash and final.

**Bids/Proposals** 94

**INVITATION TO BID**

**ATTN: DISADVANTAGED BUSINESS ENTERPRISES**  
Rogers Group, Inc. is soliciting bids from DBE/WBE firms for all types of road & bridge construction work to be subcontracted on various contracts being let in the October 18, 2013 Tennessee Department of Transportation highway lettings. Companies wishing to quote contracts should contact the Rogers Group Letting Line at (615) 780-5698. Quotes may be emailed to [roadbids@rogersgroupinc.com](mailto:roadbids@rogersgroupinc.com), faxed to us at (615) 780-5720, or mailed to Rogers Group, Inc.; PO Box 25250, Nashville, Tennessee 37202. Quotes should be received by **Thursday, October 17, 2013.**

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