Two Weeks in Uganda
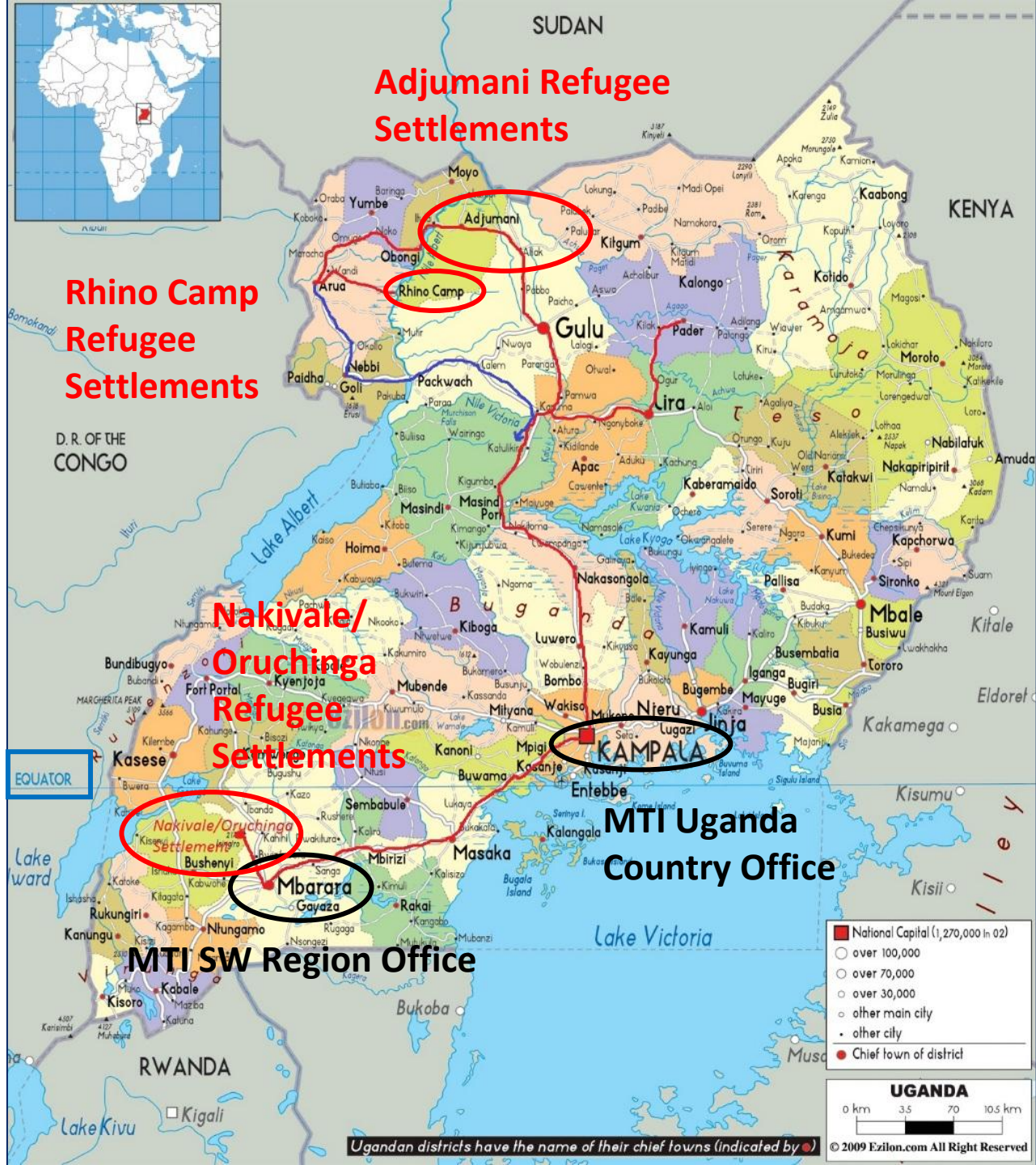# as a
Business Analyst

Curious to Learn…but What are the Right Steps?

Learn about the IT Landscape in Uganda

Gain a New Perspective
on What Global IT Means…

Familiar…

- Making connections within Your Industry

  Danish Refugee Council – on the plane

- Meeting with 3rd Party Suppliers

  Advance One – a Distributor of SAP B1

- Use of Acronyms

  UNHCR, WHO, MoH, USAID, BPRM

- Meeting with Governmental/Intergovernmental Agencies to better understand regulations

  United Nations High Commissioner of Refugees, UNHCR

Before I Left

Am I too direct, or culturally insensitive?

How do I use open ended questions even when clarifying?

Nicest people in the world – what does that really mean?

Assumption: Develop the relationship, then communication will continue to flow when back in the US.

Experiences While There

Sensitivity, no matter the situation, is always important. Did I made a couple of mistakes – Yes. Were they understanding and kind – Yes.

There are times when being direct works well and others when it doesn't. Still working on understanding when.

Definitely nicest people – not sure how to explain it – smile, warmth, joyous, depth.

Relations require continuous work. They cannot be established once and then expected to be self-sustaining.
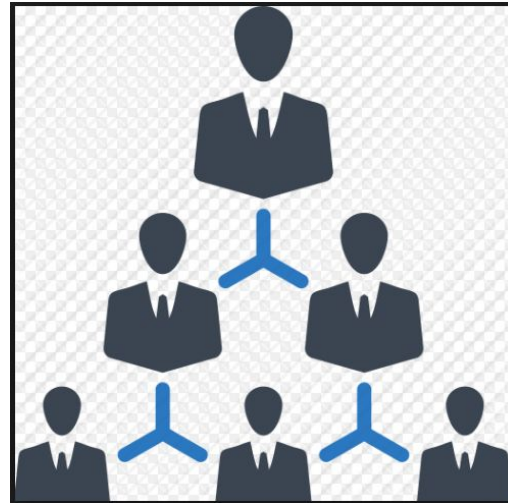
The Equator

0° LATITUDE

6

Cultural Lessons Learned

Face-to-Face Communication is Paramount

Remote Takes on a Whole New Meaning

Communication thru Hierarchical Channels

Ownership, Growth, Can-Do Mindset

ENTREPRENEURIAL Mindset

One Outside Meeting per Day

Groups of 3 or 4

1. **Stand up if you have worked in a culture significantly different than your native culture**

2. Form groups of 1 person standing and 2 or 3 not standing

3. Share your most interesting intercultural aha's or scenarios (that represent perhaps a learning experience to share with the group)

4. Agree on one person from the group (preferably not the person who had the intercultural experience) to share a 2 minute explanation of the intercultural experience

Discuss the importance for users to own their business processes …

High Level of Connection with What They Do
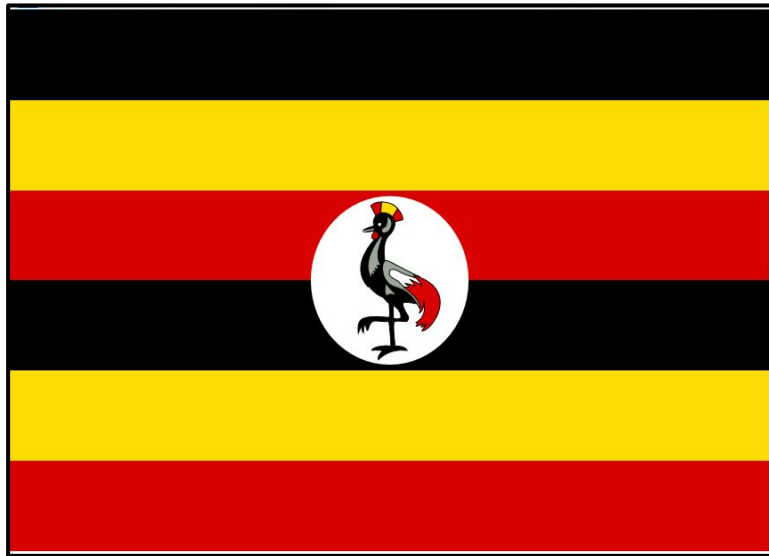
- Does more visually descriptive language and examples engender more connection with processes?

- Does encouragement to grow into their positions, to stretch and fill into their new positions cause more ownership?

- Is there something about working with paper that is more "tangible"?

- Does face to face communication encourage connection through collaboration and mentoring?

For Discussion…

Pick 1 and Discuss

- Discuss environments where users feel more ownership of their processes.

- Are there ways to <u>encourage</u> a culture where users develop more or continue to embrace ownership of their processes?

Wrap Up

- Global IT – expanding into all areas of the globe – both customers and developers
  - Always more to learn
- Business processes
  - What can we learn from other cultures and apply it into our work?

Q & A