Transcultural Competence
Navigating Cultural Differences in the Global Community
Jerry Glover and Harris L. Friedman

Functioning successfully within different cultures can be a struggle for many professionals and, as the world changes, it's become clear that dealing with other cultures, both domestic and international, requires competence in both identifying and transcending cultural boundaries. In this highly approachable volume, the authors provide a robust framework for addressing cultural conflicts within organizations not just for practitioners in the field of consulting and organizational psychology, but for a broad spectrum of professionals, executives, and community leaders. Drawing on case studies that illustrate commonly encountered cultural dilemmas in a variety of practice areas, the authors present applications, assessments, and intervention approaches that are prerequisites for gaining transcultural competence, whether as a consultant, organizational leader, or professional in any number of fields dealing with diversity and globalization. Four steps for identifying and managing cultural dilemmas are described: recognizing, respecting, reconciling, and realizing cultural differences. The authors ably expand on these concepts with real-world examples from their practice that reach across a variety of cultures and professional settings. Includes a foreword written by Dr. Fons Trompenaars.

List: $34.95  APA Member/Affiliate: $29.95
ISBN 978-1-4338-1945-2  Item # 4317366

About the Authors
Jerry Glover, PhD, is a cultural anthropologist who has worked in consulting, research, and education projects around the globe. He is currently an associate of Trompenaars Hampden Turner, consulting on client projects in transcultural competence and eLearning development. Dr. Glover is a board member of the International Society for Change and Development and a peer review editor for the Organizational Development Journal. He has been a faculty member of the graduate program in organizational change at Hawaii Pacific University for 27 years. He earned his doctoral degree in cultural anthropology from the University of Florida in 1981. Dr. Glover's professional career includes working as a consultant on 150 change and development initiatives, including corporations, governments, and professional applications such as education, health care, military, tourism, and economic development. He has developed initiatives for transcultural competence education and training in locations such as Fiji, New Zealand, Hawaii, The Bahamas, Europe, and North America.

Harris L. Friedman, PhD, consults domestically and internationally with organizations and has built a number of mental health and health care companies. He also has worked as a clinical psychologist in diverse settings. He received his doctorate in clinical psychology from Georgia State University, and is certified in both organizational and business consulting psychology, as well as in clinical psychology, from the American Board of Professional Psychology. Dr. Friedman retired as an emeritus professor of psychology at Saybrook University and research professor of psychology at University of Florida, but he continues to research and write extensively on a wide variety of topics in psychology and related fields. His writing includes numerous articles on organizational culture, cultural dilemmas, and adaptive leadership. He is a Fellow of the American Psychological Association, senior editor of the International Journal of Transpersonal Studies, and associate editor of The Humanistic Psychologist. His most recent coedited books are The Praeger Handbook of Social Justice and Psychology, Volumes 1–3 and The Wiley-Blackwell Handbook of Transpersonal Psychology.
Table of Contents

1. The Need for Transcultural Competence
2. An Approach to Understanding and Applying Culture
3. Recognizing Cultural Differences
4. Respecting Cultural Differences
5. Reconciling Cultural Differences
6. Realizing Cultural Differences
7. The Cultures of Those Who Study Culture
8. Applications of Transcultural Competence
9. Avoiding Cultural Traps
10. Catch the Pigeon but Look out for the Wave

ORDER FORM
To order, call 800-374-2721 • Order on the Web: www.apa.org/pubs/books • Fax: 202-336-5502 • E-Mail: order@apa.org
In DC: 202-336-5510 • TDD/TTY: 202-336-6123

Item #  Quantity  Description                  Unit Price  Total Price

Ensure Immediate Shipping. Reference the following Priority Code with all orders: FLYEPFP

Total Price of Items Sales tax (5.75% in DC, 6% in MD)

Shipping and Handling

<table>
<thead>
<tr>
<th>Totaling</th>
<th>o U.S. &amp; Puerto</th>
<th>o * Guaranteed</th>
<th>o ** Economy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to $14.99</td>
<td>FREE</td>
<td>$50.00</td>
<td>$15.00</td>
</tr>
<tr>
<td>$15.00-$59.99</td>
<td>FREE</td>
<td>$75.00</td>
<td>$16.00</td>
</tr>
<tr>
<td>$60.00+</td>
<td>FREE</td>
<td>$125.00</td>
<td>$20.00</td>
</tr>
</tbody>
</table>

* Guaranteed Non-U.S.: International rates for guaranteed service are estimates. Actual rates are applied only when ordering by phone or online.
** Economy Non-U.S.: International economy service is non-guaranteed and does not provide tracking or date/time specific delivery. Delivery time for this level of service can take up to 8 weeks for delivery. If this level of service is selected, APA will not be held liable and will not honor any claims for undelivered, delayed or lost shipments.
**** Rush Service: “Rush” service is available for an additional $10.00 and guarantees shipment of your order within 2 days. To request, please call APA’s Order Department at 1-800-374-2721.

Payment Method (check one):
- Option 1: Check or Money Order made payable to American Psychological Association (Must be payable through a U.S. bank and be in U.S. currency)
  - o Visa  o MasterCard  o American Express
- Option 2: Credit Card
  Account Number__________________________
  Exp. Date_______________________________

Signature (required for all charges and purchase orders):

All book orders and requests should be sent to:
American Psychological Association, Book Order Department
P.O. Box 92984, Washington, DC 20090-2984

800-374-2721 | WWW.APA.ORG/PUBS/BOOKS