New Zealand workplaces are different. I was quite surprised, especially as I come from an English speaking country. My workmates are very friendly but I soon realised that I had lots to learn about how things are done here.
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Tip Useful advice.
Is it easy to settle in a new country?

All migrants go through a number of stages as they get used to their new life in a new country. It can take up to two years.

### The Settlement Curve

<table>
<thead>
<tr>
<th>Feeling good</th>
<th>Feeling down</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Before Arrival</strong></td>
<td>0</td>
</tr>
<tr>
<td><strong>Settling In</strong></td>
<td>3 6 9 12 15 18 21 24</td>
</tr>
<tr>
<td><strong>Settled</strong></td>
<td>Months in new culture</td>
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<td>0 3 6 9 12 15 18 21 24</td>
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- **You are excited about moving to a new life in a new country.**
- **You might have a bad experience, large or small, that frightens you.**
- **You are not sure if you want to stay – you may decide to leave.**
- **You fight against the bad feelings and decide to make the most of the opportunities here.**
- **You start to feel settled and comfortable in your new life (some people will feel settled sooner than others).**
Tip

Talk to workmates and friends and seek support for you and your family during the low period – it can make all the difference.

I found it hard to meet new people, but New Zealanders are friendly. Just say, “Hi, how are you?”

Tip

Gather as much information as you can about your new job, New Zealand and the settlement process. If you are here with others, show them the settlement curve on page 1 and talk about it together.

For settlement help, visit: newzealandnow.govt.nz, call 0800 776 948 or email newmigrantinfo@mbie.govt.nz

For information on local settlement services, see the Information & advice page for your region.

Visit: newzealandnow.govt.nz/regions
Can my employer help with settlement?

Workplace Settlement Model

Your employer should be aware that many newcomers have partners and families and will need time to organise the essentials for their new life in New Zealand when they arrive. Discuss this with your employer before starting your new job.

Talk to your employer, your ‘work buddy’ or your new workmates about groups or clubs that you, your partner or your family can join. Use their local knowledge and advice to help you integrate into your new community.
How will I fit into the New Zealand workplace?

Different people value different things. These values affect how people think and act in the workplace. Everyone in the workplace can benefit from knowing a little about these differences so they can work better together.

Cultural value differences

Note that New Zealanders place the lowest value on status compared to people from the top 12 countries that provide migrants to New Zealand.

What does this mean for you in the New Zealand workplace?

It is important to note that not all people from one culture are the same.

1 Adapted from Geert Hofstede
2 Fiji and Sri Lanka are also in the top 12 but no data is available for these countries
I noticed that New Zealanders like to have a chat before starting work. My workmates like to talk about sport – I’ve learnt a lot about rugby, and netball, since I got here!

New Zealanders don’t like people who brag so I’ve learnt to be careful how I talk about any successes and I always acknowledge the contribution my workmates have made.

In my company they often have drinks after work on Fridays. I don’t drink alcohol but I still go. It’s a good way to get to know my workmates better and they always have orange juice!
How different cultures like to be managed

Knowing about the different work styles of New Zealanders and other cultures can help new migrants when they first arrive.

Cultural preference in management styles

ADAPTED FROM GEERT HOFSTEDE

0=like to be left to get on with the job 100=like to be told exactly what to do
Things employees from different cultures say about the way they work

What would you say about how you work?

**How I like to work**

- I show respect by not looking my boss in the eye.
- I like to know exactly what I have to do and that my job is secure. I will work hard and stick by my employer.
- I am usually quiet in meetings until I am asked to speak.
- I like to call everyone by their first name. I expect to be consulted and want things to be fair.
- I think it is rude to ask the boss questions.
- I like to know who is in charge and who the big boss is. I do not usually address people older or more senior than me by their first name.
- I often ask direct questions as I like to get things right.
- I like to know exactly what the rules are and will stick to them and get the job done. I do not like surprises.
- I do not like being told what to do all the time.
- I use quite a bit of slang and often make suggestions without being asked.
How New Zealanders like to work

Compared to workers from other countries, New Zealanders are more likely to:

› make suggestions to their boss and talk to them in an informal way
› expect everyone to be treated fairly
› enjoy working without close supervision
› be willing to do a range of tasks, not just those they were hired for.

Communicating in the New Zealand workplace

Listening
The New Zealand accent may be unfamiliar to you. New Zealanders often speak very fast and use a lot of informal language (slang).

Ask them to slow down and explain any words you do not understand. You will soon find it much easier to follow what they are saying.

Speaking
If you have an unfamiliar accent when you speak English your new workmates may find it hard to understand you to begin with. If you speak fast, slow down and pause between sentences.
What about my English language skills?
If you do not feel confident when you speak English, or you need to improve your English reading and writing skills, talk to your employer about getting some help. Or visit: newzealandnow.govt.nz/learnEnglish

Tip

Look for opportunities to speak English – both at work and outside work. The more you speak English the easier it will be for others to understand you.

Tip

Volunteering and local community classes are a good way to meet others, and to practise your English.

Visit: newzealandnow.govt.nz/tert