



This meeting is
being recorded

HBA Ambassador PROGRAM

Ambassador Exchange

November 2025

#HBAImpact





Welcome



Lauren Peck
Director, Stakeholder Engagement, HBA

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Ambassador Exchange Agenda

- Welcome
- **Mini-Impact Workshop**
 - **Topic:** The Culture of One - Transforming Cross-Cultural Barriers into High-Performance Drivers
 - **Speaker:** Natsuyo Lipschutz
- Connection Session
- Insights and Highlights



*Did you know...
Impact Workshops are available for
your cohort? Scan for more info!*





Mini-Impact Workshop

The Culture of One - Transforming Cross-Cultural Barriers into High-Performance Drivers



Natsuyo N. Lipschutz

Int'l Keynote Speaker | Cross-Cultural Team Facilitator

<http://www.natsuyolipschutz.us>
speaker@natsuyolipschutz.us

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The Culture of ONE

Transforming Cross-Cultural Barriers
into High-Performance Drivers

Natsuyo 佐藤 夏代 Lipschutz

The 3-Step Process ~ The 3A's ~



The Culture of **ONE**

The Culture of One



*70% of Us
Apply Our "Common Sense"
based on implicit bias*



Acknowledge

Risk of Conventional Approach Alone, *Sophisticated Stereotypes*

The Culture of One



The 3-Step Process ~ The 3A's ~





The Culture of One



Peel Back the Outer Layer



HIGH Context

*Culture of “**Inferences**”*

Group Harmony

Implicit/Indirect

Risk averse

“We” focused

LOW Context

*Culture of “**Verbal Messages**”*

Individual Excellence

Explicit/Direct

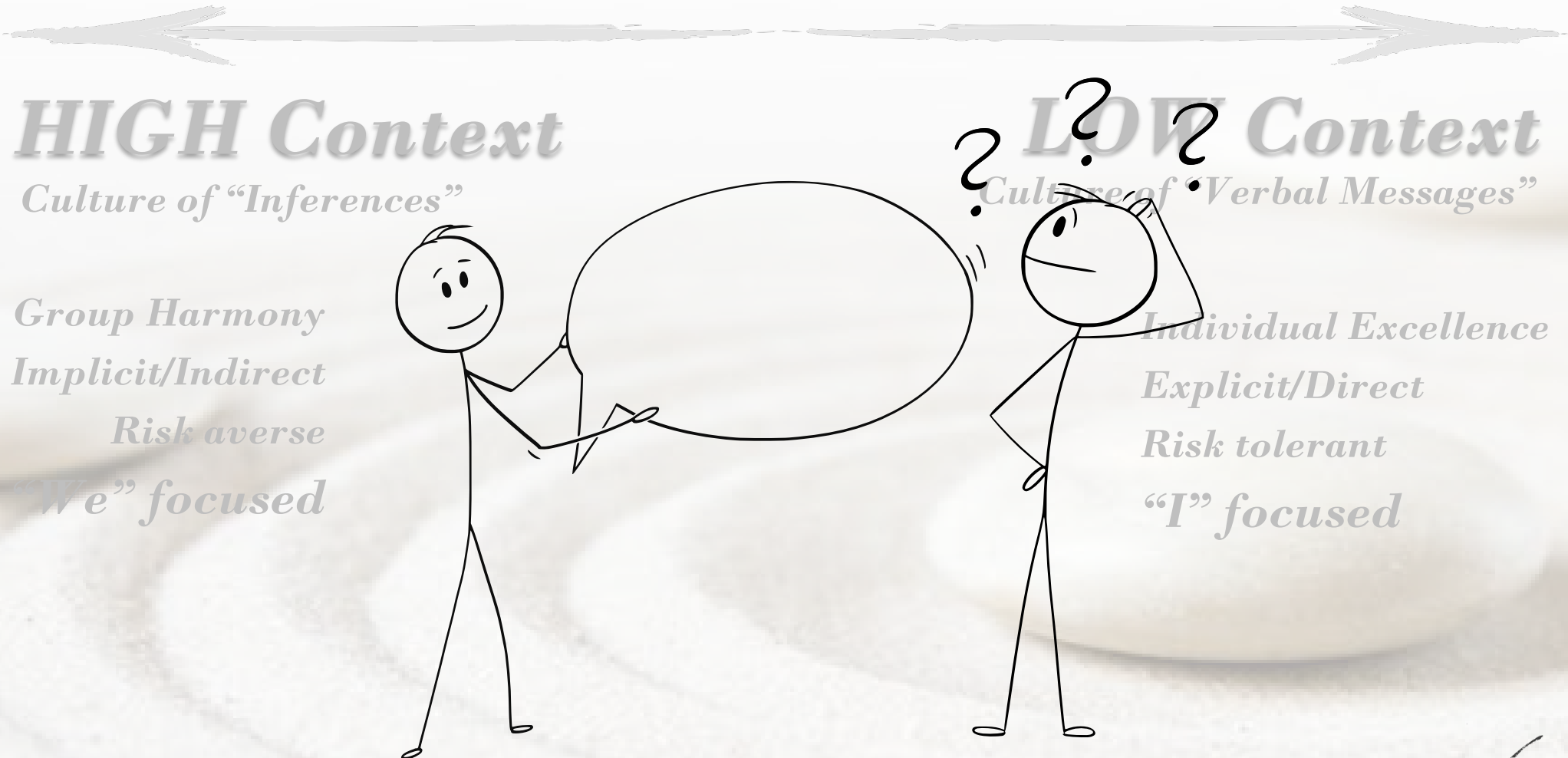
Risk tolerant

“I” focused

Peel Back the Outer Layer



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The Culture of One



The 3-Step Process ~ The 3A's ~





Listen Beyond Words

GOOD Questions

GOOD Questions

Willing to answer



New insight



*” To replicate your success in Japan,
what is the biggest challenge
you need to overcome in the US?”*

GOOD Questions

Willing to answer



New insight

*"To replicate your success in Japan,
" Mr. K, your strategy is very effective in Japan.
I wonder, to replicate your success in the US,
what is the biggest challenge
we need to overcome in the US ...
What expertise can I learn from you?"*

The 3-Step Process ~ The 3A's ~



The Culture of One





ONE



Give feedback to Natsuyo

Scan this QR code



Or go to

<https://talk.ac/natsuyolipschutz>

and enter this code when prompted

CULTUREOFONE

WRITTEN BY
NATSUYO LIPSCHUTZ

**UNCOVER
YOUR ONE
BIG MESSAGE®**

The 3-Step Process
for Presenting Your
Ideas Effectively
and Persuasively,
Globally and
Locally



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Natsuyo 信長氏 Lipschutz



Connection Sessions

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Connection Session Guide

Over the next 30 minutes:

1. Quick introductions *(name, location, title/company, fun fact)*
2. Dive deeper into today's topic
3. Connect before you go!

TODAY'S DISCUSSION

1. Where did my own common sense come from—and how is it helping or hurting my leadership?
2. How does my team show signs of high-context vs. low-context communication—and where do we clash?
3. What's one GOOD question I can ask someone this week to access their deeper layer?

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We are currently in our Connection Session breakouts...

You will be moved into a room momentarily.

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Highlights and Insights

What are you taking away from today?

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Thank you to today's speaker: Natsuyo Lipschutz

Explore HBA Impact Workshops (and coaching!)

Visit the Ambassador Learning Center at my.hbanet.org/ALC to book an Impact Workshop or Coaching session. *Additional content topics available.*



Join us for our final event of the year:
Ambassador Connect – Holiday Edition!
16 December | 10:00 AM EST



Healthcare
Businesswomen's
Association

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