

Intercultural Competency

intercultural competency

"A set of cognitive, affective, and behavioral skills and characteristics that support effective and appropriate interaction in a variety of cultural contexts." (Janet Bennett, 2011)

CHARACTERISTICS:

- **Cognitive** cultural self awareness, second language study
- **Affective** curiosity, open-mindedness, flexibility in ambiguous situations
- **Behavioral** listening beyond body language, empathy, purposeful exposure to different perspectives

Tips FOR INTERCULTURAL COMPETENCE

- Start with the assumption that no one is trying to be disrespectful
- Ask questions
- Give respectful feedback if social/cultural norms are broken
- Consider alternative cultural perspectives during frustrating or surprising interactions
- Remember that not everything is cultural
- Consider multiple methods for communication
- Learn more about cultures and languages
- Avoid deficit thinking

perspectives on culture

VALUE DIFFERENCES IN CULTURAL MISUNDERSTANDINGS

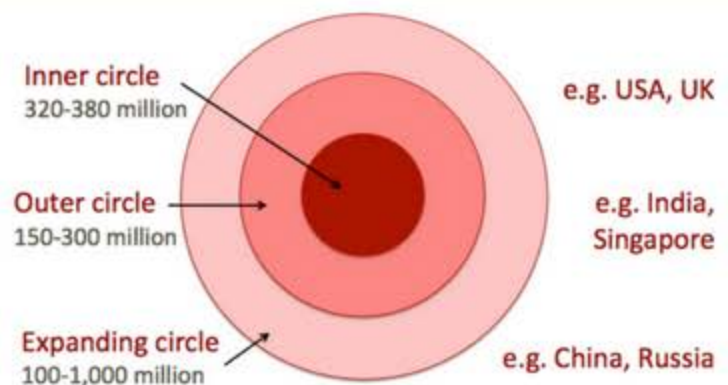
- Hierarchy ↔ Equality
- Time ↔ Relationships
- Direct ↔ Indirect Communication

D-I-E MODEL: GENERATING DIFFERENT PERSPECTIVES

- **Description:** What I see (only observed facts)
- **Interpretation:** Consider cultural value differences (identify multiple possibilities)
- **Evaluation:** What I feel (about what I think, positive or negative)

perspectives on English

English as a *lingua franca*



Intercultural Competence Resources and References

Websites

- Center for Advanced Research on Language Acquisition. (2017, February 24). Culture Bibliography: Culture, Intercultural Communication and Education. Retrieved from <http://carla.umn.edu/culture/bibliography/culture.html>
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- The Intercultural Communication Institute. (2017, February 24). Retrieved from <http://intercultural.org/>
- University of Washington – Bothell. (2017, February 24). Intercultural Competence Toolkit. Retrieved from <https://www.uwb.edu/globalinitiatives/resources/intercultural-competence-tool-kit>

Books

- Carroll, J. & Ryan, J. (Eds.). (2005). *Teaching International Students: Improving learning for all*. New York, NY: Routledge.
- Flaitz, J. (Ed.). (2003). *Understanding your international students: An educational, cultural, and linguistic guide*. Ann Arbor: The University of Michigan Press.
- Flaitz, J. (Ed.). (2006) *Understanding your refugee and immigrant students: An Educational, Cultural, and Linguistic Guide*. Ann Arbor: The University of Michigan Press.
- Hofstede, G. H., Hofstede, G. J., & Minkov, M. (2010). *Cultures and organizations: Software of the mind: Intercultural cooperation and its importance for survival*. New York: McGraw-Hill.
- *Morrison, T. and Conaway, W. (2006) *Kiss, bow, or shake hands: The bestselling guide to doing business in more than sixty countries*. Avon, Mass: Adams Media. *This is a general resource that also includes information for business travelers.
- Swan, M. & Smith, B. (2001). *Learner English: A Teacher's Guide to Interference and Other Problems*. 2nd ed. Cambridge: Cambridge University Press.