

Fundamentals of Intercultural Competency



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cclc
INTERCULTURAL
SERVICES & RESOURCES

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Today's materials:

Are part of our extended 24-hour training resources that can be provided in flexible and customized ways

Are from research focused on workplaces in London and Southwestern Ontario

Outlines:

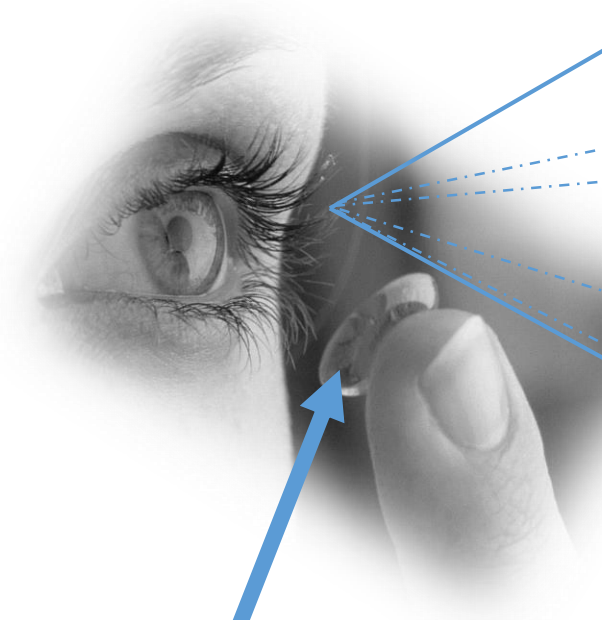
- ✓ **Definition of Culture, how it works and affects our attitudes, experiences, and stories: The Iceberg metaphor;**
- ✓ **Why we use generalizations and stereotypes, and how we can become aware of them;**
- ✓ **Definition of Intercultural Competency and analysis of its main dimensions: the IC ABCs.**
- ✓ **The Six Cultural Orientation Continua**
- ✓ **Your case studies and how to work on them**

Defining Culture:

Culture is a set of learned practices, beliefs, patterns and ideas that are transmitted from generation to generation.

Culture is something we learn continuously throughout our lives.

The cultural lens



Cultural Lens

Diversity in:

Physical Abilities

Religious beliefs

Race / Ethnicity

Age

Social class

Our Culture
Other Cultures

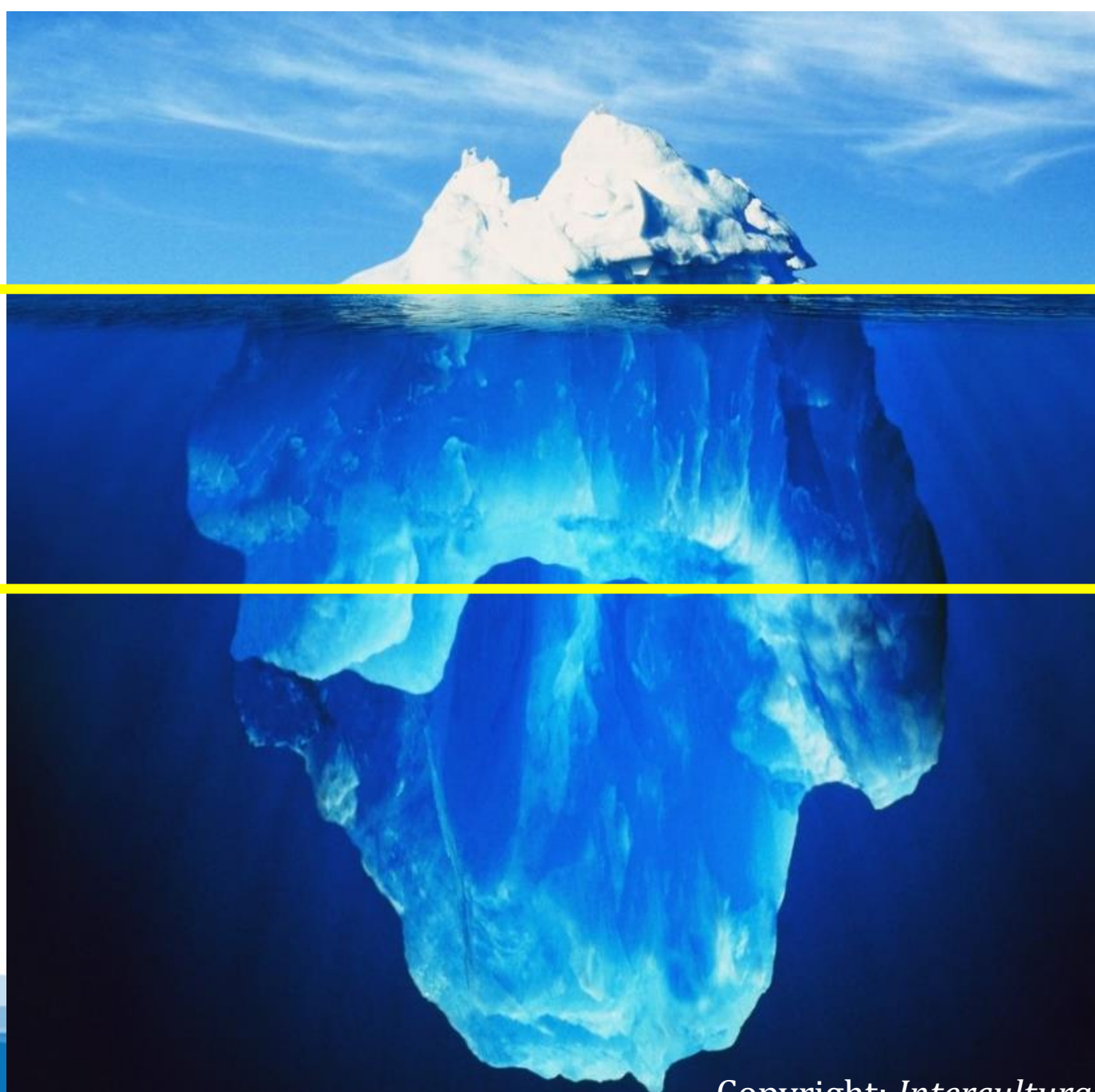
Gender

Mental Abilities

Sexual orientation

Political beliefs





LIVE Busan

SOUTH KOREA IMPEACHMENT

- First elected leader to be forced from office
- Not leaving Presidents Palace today
- Fresh elections will be held within 60 days

PRESIDENT PARK OUSTED
Park Geun-hye could be sent to prison

BBC NEWS

Generalizations

are general statements or concepts obtained from our past experiences in making sense of the world and used for specific cases.

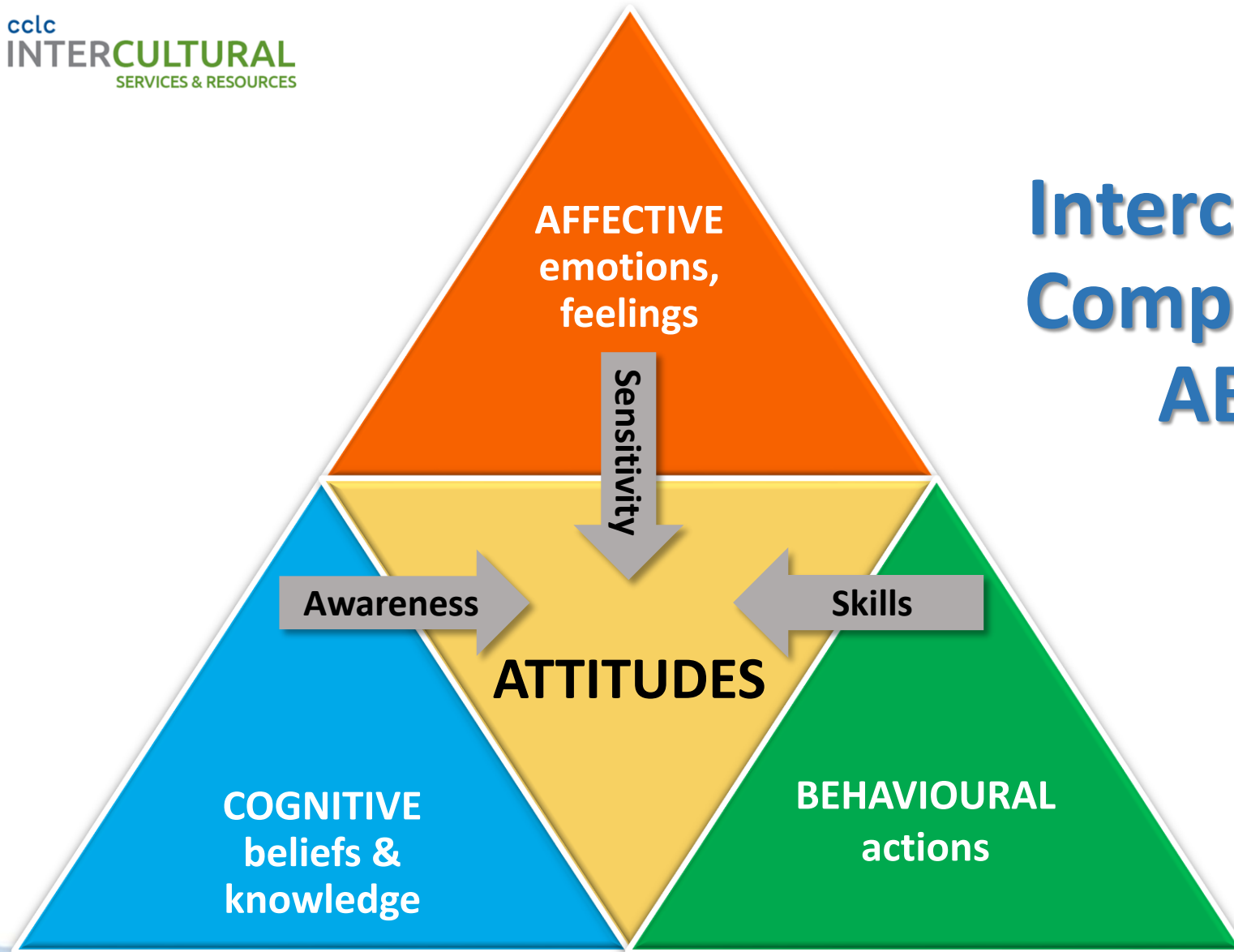
Stereotypes

are overgeneralizations and often assume that a person has certain characteristics based on unfounded assumptions.

Intercultural Competency

Intercultural competency is a set of **knowledge, feelings, and skills** that enable a person to communicate, work and function effectively in pluralistic contexts.

It involves increasing one's own **sensitivity about differences** in values, beliefs and behaviours, and **developing skills to determine** the most appropriate practices and behaviour to communicate and **work effectively** and respectfully across cultures.



Intercultural Competency ABCs

The Six Cultural Orientation Continua

Self

Individualism *Collectivism*

Personal Space

Bigger *Smaller*

Workplace Relationships

Formal *Informal*

Communication

Direct *Indirect*

Time

Straight *Questionable*

Power Distance

Low *High*

Self

Individualism ----- *Collectivism*

Which of these statements would more typically describe your mind when you have to make an important decision?

1. I will chose my university courses accordingly to **my** interests and **my** professional goals.
2. I will chose my university courses accordingly to **my family's** interests and **my family's** goals.

Personal Space

Bigger

Smaller

Which statement is more
typical of you?

1. Keeping a large distance from others while talking with them is very **cold and inhumane**.
2. If I can smell a person's personal scent, it feels like a **violation of my personal space**.

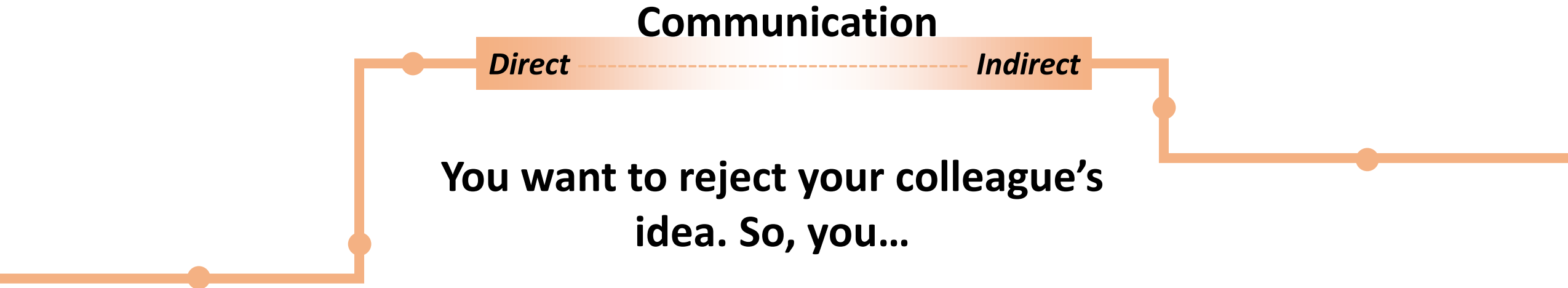
Situation: Observing your colleague walking, you assume that s/he has some sort of leg pain. So you...

Workplace Relationships

Formal *Informal*

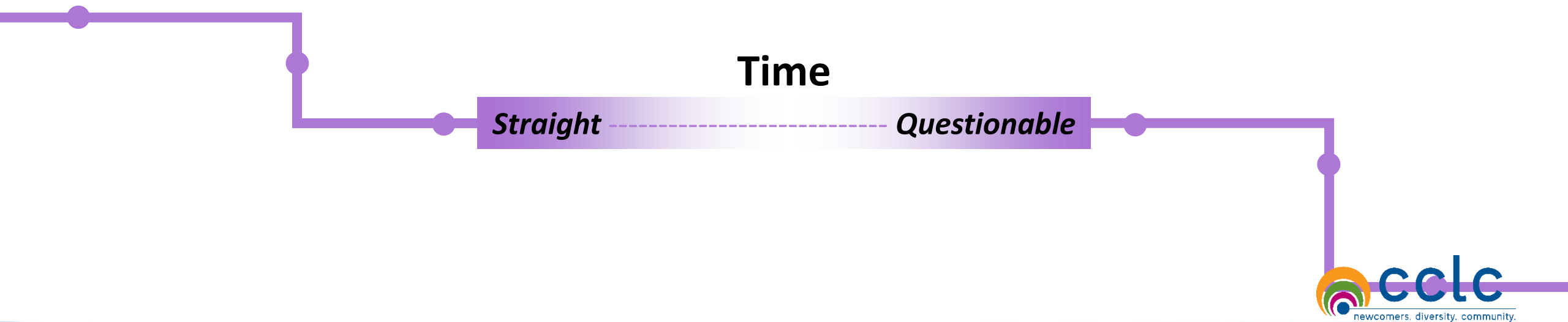
- 1. ... ask her/him what happened to the leg and how you can help.**
You are not only colleagues, you are friends! And friends help one another no matter what.
- 2. ... wait without highlighting the thing.** If s/he wants s/he can always tell you about the leg, but we are colleagues and is not professional asking about personal things.

1. ...say something nice first, and then present a detailed counterproposal, such as **‘But what if we tried this and that?’**
2. ...don’t explain too much, instead you prefer using your body language, facial expressions and gestures to **let her/him imagine that something is wrong.**



Situation: The Department Meeting was schedule on today at 3:00 PM. You...

- 1. ...show up 5 minutes to 3 PM, no matter what, because **arriving on time is important** and the meeting will start immediately.**
- 2. ...show up 10 to 15 minutes past 3 PM because usually everybody does the same and because **unforeseen difficulties always happen.****



Which of the following statements is more typical of you?

1. As Manager, I would expect, and prefer, that my employees are able to **understand the distance between us**, and respect that.
2. As Manager, **I really don't care about power or keeping distance** when I interact with other employees. We are all the same.

Power Distance

Low

High

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Personal Space

Bigger *Smaller*

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Case Study

Medications and personal choices

The Something's Up! Cycle

Every time we try something new, we also move out of our comfort zone, because we do not feel anymore in control and we have a few clues to foresee the consequences of our actions. This can result in other Something's Up moments, which will be faced going again through this cycle.



*What is this misunderstanding about? What did each person expect or, what is each individual's perception of "normal" workplace behaviours?
How are their/our expectations similar or different?*

Thank you! Questions?

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