

Supporting Student Retention and Success with Intercultural Communication Skills

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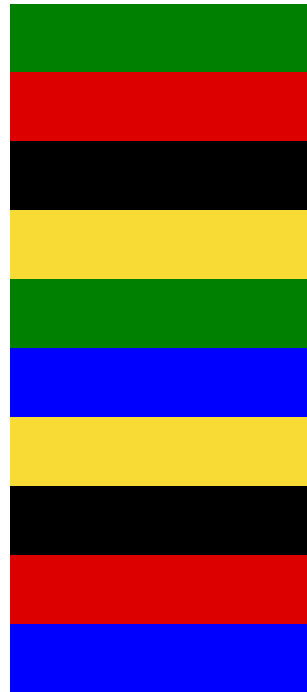
In this session we are going to discuss:

- why Intercultural sensitivity/competence are critical for ESL teachers to receive direct training in;
- how programs benefit from incorporating this;
- what Intercultural sensitivity/competence means;
- how teachers and programs can become proficient in this area.

Which can translate into:

- Success
- Retention
- Positive student experience
- Positive faculty experiences
- Less administrative issues

**Read aloud the following colors as
fast as you can:**



**DO NOT READ the words, say
aloud the COLOR of each word.**

YELLOW BLUE ORANGE

BLACK RED GREEN

PURPLE YELLOW RED

ORANGE GREEN BLACK

BLUE RED PURPLE

GREEN BLUE ORANGE

Handshake



Going abroad to meet ourselves

“Culture hides much more than it reveals, and strangely enough what it hides, it hides most effectively from its own participants.

Years of study have convinced me that the real job is not to understand foreign cultures but to understand our own.”

E.T. Hall (1959)

The Iceberg Concept of Culture

Like an iceberg,
nine-tenths of culture is below the surface.

Surface Culture
Most easily seen
Emotional level - low

Food, dress,
music, visual arts,
drama, crafts,
dance, literature,
language, celebrations, games



Shallow Culture
Unspoken Rules
Emotional level - high

courtesy, contextual conversational patterns, concept of time, personal space, rules of conduct, facial expressions, nonverbal communication, body language, touching, eye contact, patterns of handling emotions, notions of modesty, concept of beauty, courtship practices, relationships to animals, notions of leadership, tempo of work, concepts of food, ideals of child rearing, theory of disease, social interaction rate, nature of friendships, tone of voice, attitudes toward elders, concept of cleanliness, notions of adolescence, patterns of group decision-making, definition of insanity, preferences for competition or cooperation, tolerance of physical pain, concept of "self", concept of past and future, definition of obscenity, attitudes toward dependents, problem solving roles in relation to age, sex, class, occupation, kinship, and ...

Deep Culture
Unconscious Rules
Emotional level - intense

Two Definitions

Intercultural sensitivity- ability to notice

The ability to discern and experience relevant cultural differences

Intercultural competence- ability to act on difference

The ability to think and act in appropriate ways that support the achievement of goals in culturally diverse contexts

Cultural Distance

- “The degree of psychological adjustment that is needed to bridge the dissimilarities between the culture of origin and the culture of entry.”

Ting-Toomey 1999

Awareness of Differences

Power Distance



Uncertainty
Avoidance



Individualism /
Collectivism



<http://geerthofstede.nl/dimensions-of-national-cultures>

Country Scores

	Canada		China	Mexico	India
Power					
Distance	39	80	81	77	
Individualism	80	20	30	48	
Masculinity	52	66	69	56	
Uncertainty	48	30	82	40	
Avoidance					

geert-hofstede.com/countries.html

Awareness of Differences

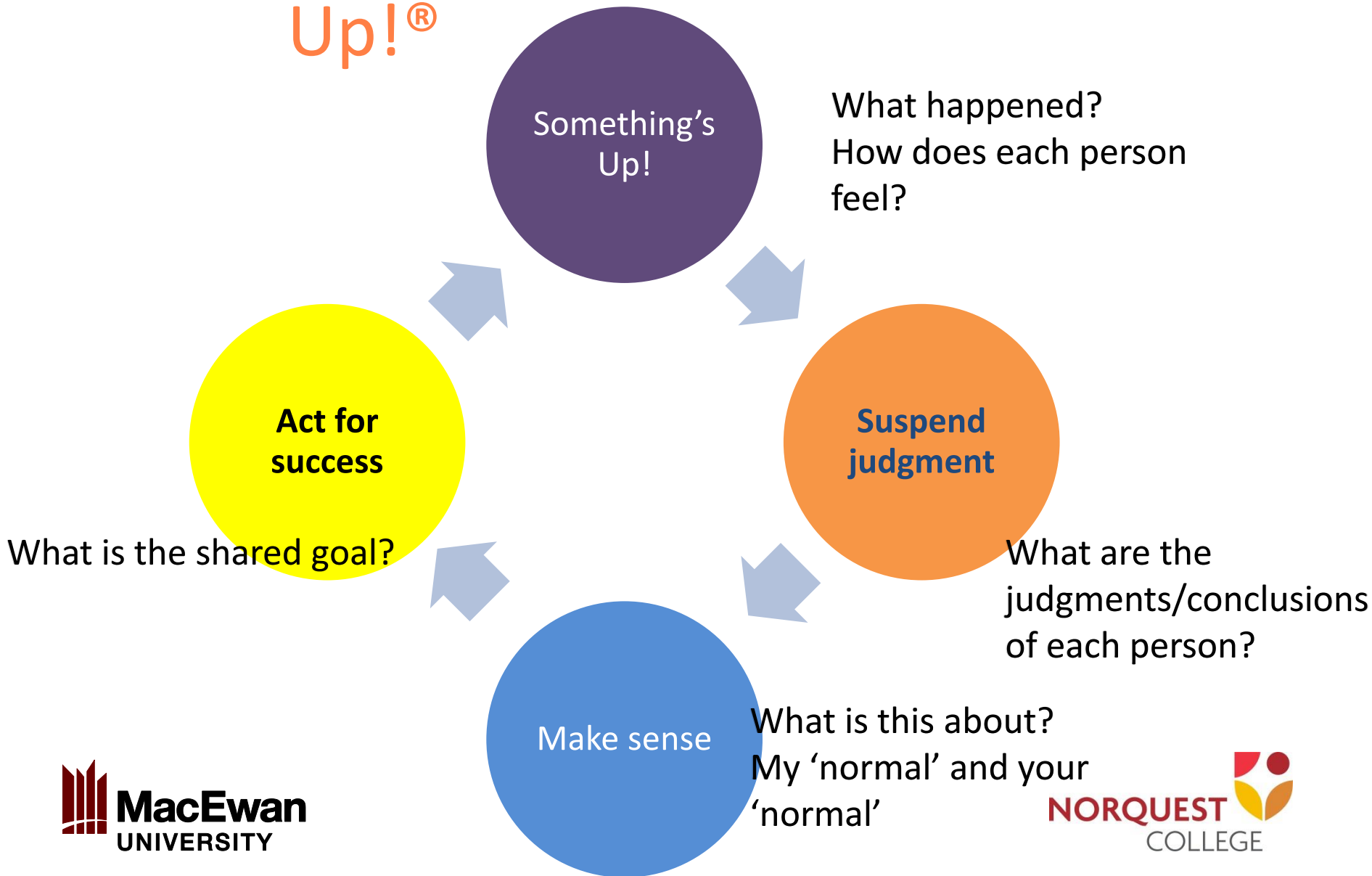
Time



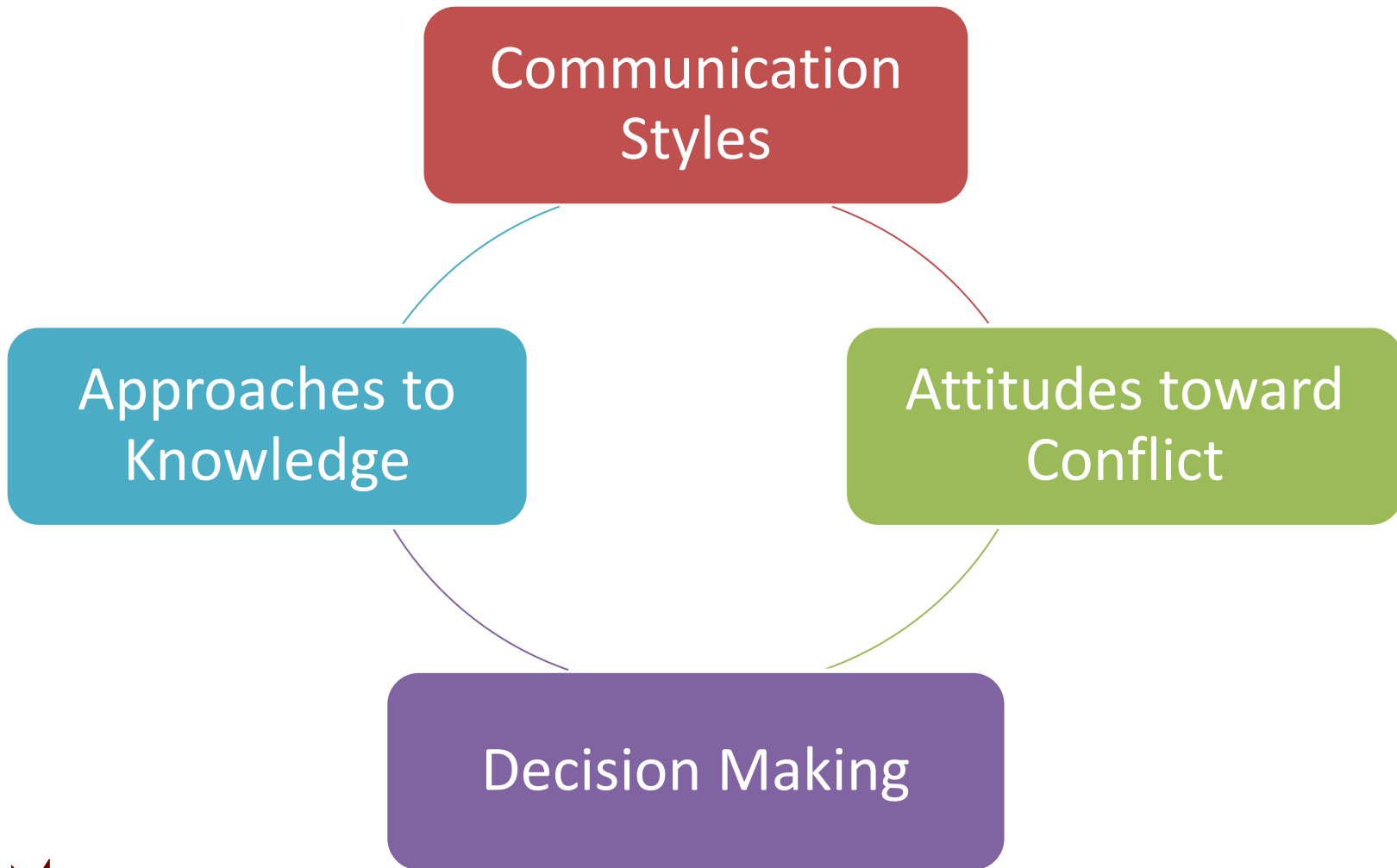
Direct/Indirect
communication



Something's Up!®



Culture Influences:



Something's Up

- http://media.norquest.ca/mds/owls/somethings_up_cycle.htm

Example 10

Contact Hypothesis

Groups from different cultures must be appropriately prepared to interact.

If they are not, then a reinforcement of stereotypes and prejudice is likely to occur.

Allport, G. W.

Pettigrew, T. F., & Tropp, L. R.

Free resources

<http://www.norquest.ca/norquest-centres/centre-for-intercultural-education.aspx>

Thank you!