

Bookmark Connections
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Intercultural Communication for Professional and Personal Development

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KEY CONCEPTS HANDOUT

Introduction to Intercultural Communication (interaction focus) – Edward T. Hall
Complimentary to Social Justice, and Diversity & Inclusion

Curiosity (most important intercultural skill)

DAE = **D**escribe, **A**nalyze, **E**valuate

Stereotypes versus Generalizations

The Developmental Model of Intercultural Sensitivity (DMIS)

By Milton Bennett (with alternatives by Mitch Hammer)

1. Denial
 2. Defense/Reversal/**Polarization**
 3. Minimization (dominant versus non-dominant culture) – 67% of the world
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4. Acceptance
 5. Adaptation
 6. (Integration)

The DMIS continued:

Developmental – about experience, exposure, and opportunity

Cognitive complexity (versus simplicity) – re: difference

Empathy is key (intercultural empathy)

Developmental tasks

Ethnocentric versus Ethno-relative (not multiplicity)

Platinum Rule (versus Golden Rule)

Mutual adaptation (who adapts?)

Inclusion/Exclusion – inclusion cannot be about assimilation

Intercultural Development Inventory (IDI) – assessment tool

Brief Notes on Racism and the DMIS

- Unconscious Bias*
- Overt Racism
- Color-Blind Racism
- Intention versus Impact
- Equality versus Equity

“Just World Hypothesis” – people who believe that people get what they deserve are less likely to care about social justice (Inman et al.)

The DMIS is helpful in understanding how we approach differences . . . next, we will look at some actual cultural differences.

Brief Cultural Notes

- Culture as embodied
- Culture validates what is good/bad and right/wrong . . . cultural patterns are often not explicit and deeper than we think (cultural neuroscience example).

Metacognition is key for cultural intelligence

- Consciousness of what is happening in the situation (e.g., cultural knowledge)

Intercultural Conflict Styles (Mitch Hammer)

- **Direct Communication** – explicit, meaning is inside the verbal message
- **Indirect Communication** – ambiguous, meaning is outside the verbal message
- **Emotionally Restrained** – value is on being more objective & emotional control
- **Emotionally Expressive** – value is on “emotional presence” & emotional commitment

Intercultural Conflict Styles (Mitch Hammer) – continued

- Four Types:
 - Discussion (direct, emotionally restrained)
 - Accommodation (indirect, emotionally restrained)
 - Engagement (direct, emotionally expressive)
 - Dynamic (indirect, emotionally expressive)
- Avoidance – conflict from an intercultural vs. Western perspective (Stella Ting-Toomey)
 - Collectivistic values, indirect communication, long-term relationships, give & take, harmony, other/mutual/communal face (honor & dignity), appropriateness
 - As opposed to individualistic values, direct communication, task and problem focus, justice and equity norms, self-face, and effectiveness
- Satisfaction = feel understood, valued, and respected (varies across culture)
- Social Justice connection – people from the dominant culture do not have consequences for their style

Intercultural Communication and daily communication

- Open-ended, close-ended, etc.
- Linear versus circular communication
- Speaker-oriented versus Receiver-oriented communication

ODIS Model (S. Ting-Toomey)

Observe

Describe

Interpretation (multiple)

Suspend judgment (ethno-relative)

Other concepts that we did not address, but you may be interested in exploring further:

- Hofstede's work on individualism and collectivism, and power distance
- Hall's work on high and low context
- Ting-Toomey and Oetzel's work on work conflict styles

RESOURCES AND REFERENCES

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