

12. Critical incidents in intercultural communication: how to become interculturally competent?

The last topic introduces some important suggestions that can help to make intercultural communication more effective. The **source 1** defines effective intercultural communication and emphasises certain features of effective intercultural communication, such as mindfulness. In the following **source 2** you will learn about some useful skills that will enhance your communication with strangers. The **source 3** brings advice on how to improve communication between individualistic and collectivistic cultures.