

Pluricultural Competence in Action

Session 7: Cultural Intelligence

Teacher: Athena Alchazidu and Kateřina Sedláčková

Term: Spring 2024

Session objectives

This session aims to acquaint students with the concept of cultural intelligence that is essential to enable coping successfully with diverse manifestations in particular cultural and social settings. As a result, participants will foster their pluricultural repertoire and develop their pluricultural competence.

Key concepts

- Etiquette
- Good manners
- Respectful Behaviour

1 Group work - preparation

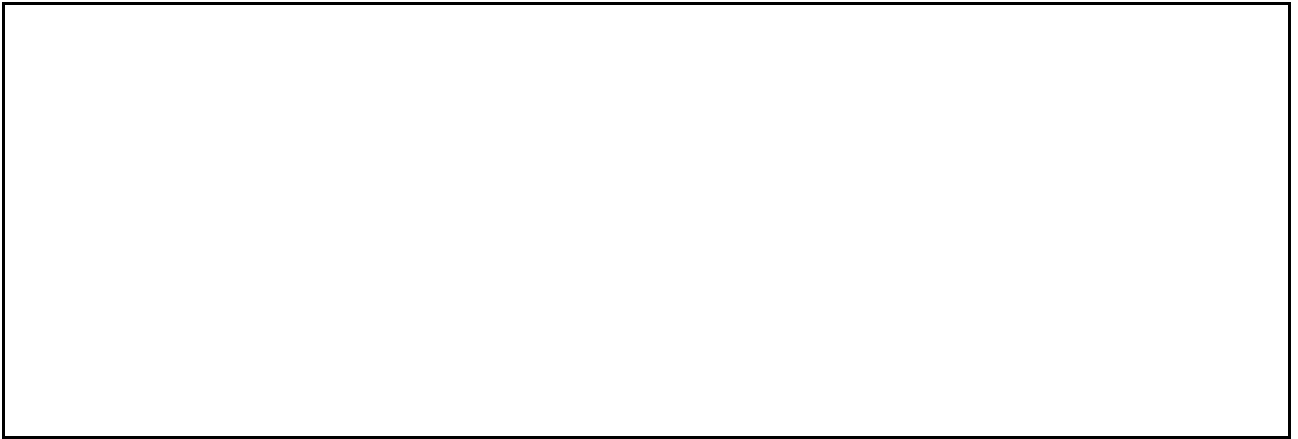
Form pairs, or groups of 3 and choose one of the topics to learn about and present.

- Etiquette:
 - changes and evolution in time within the same society/cultural area/region, etc.
 - Cultural differences in etiquette and how they influence Social interaction
- Politeness and good manners.
 - Changes and evolution in time within the same society/cultural area/region, etc.
 - Cultural differences in etiquette and how they influence Social interaction

Each group has a set of learning tasks to complete that include listening and reading tasks.

- Work together as a group to finish all the tasks.


- When you're ready, prepare a mini presentation for the other people in the class.
- The mini presentation should cover the following points:
 - a description of the main point(s) of the concept
 - some examples
- Prepare notes with the most important points to be able to cover key information and speak fluently.



Also, prepare a few questions for your audience to make sure they understood your presentation.

2 Group work – presentation

- Recreate groups so that there's at least one person knowledgeable about each concept.
- Take turns and present your concept.
- As you're listening to the presenters, take notes.
- You can ask them as many questions as you want to make sure you understand their presentation.



3 Class discussion

- Rearrange groups.
- In your group, discuss the following questions related to your topic:

Concept	Questions
Cultural Competence	<ul style="list-style-type: none"> - What does cultural competence mean, and why is it important in today's globalized world? - How can professionals develop cultural competence in their respective fields? - Can you provide an example where cultural competence improved an interaction or relationship? - What are some challenges in achieving cultural competence? - How can cultural competence be assessed or measured in an organization? - In what ways can cultural competence enhance teamwork and collaboration in a multicultural environment?
Cultural Awareness	<ul style="list-style-type: none"> - How would you define cultural awareness, and why is it a critical aspect of cultural competence? - What are some techniques for increasing cultural awareness in oneself and others? - Can you share a time when a lack of cultural awareness led to a misunderstanding or conflict? - How does cultural awareness contribute to more effective communication in diverse settings? - What role does education play in fostering cultural awareness? - How can organizations promote cultural awareness among their employees?
Cultural Sensitivity	<ul style="list-style-type: none"> - What is cultural sensitivity, and how does it differ from cultural awareness? - Why is cultural sensitivity crucial in building respectful and effective relationships? - Can you describe a situation where cultural sensitivity was particularly important? - What are some strategies for demonstrating cultural sensitivity in a professional setting? - How can cultural sensitivity impact patient care in healthcare settings? - What are the potential consequences of a lack of cultural sensitivity in a workplace?
Cultural Adaptability	<ul style="list-style-type: none"> - What does cultural adaptability entail, and why is it essential in a multicultural environment? - How can individuals develop cultural adaptability skills? - Can you provide an example where cultural adaptability led to a positive outcome in a challenging situation? - How does cultural adaptability contribute to personal and professional growth? - What are some barriers to cultural adaptability, and how can they be overcome?

Concept	Questions
	- How can cultural adaptability be incorporated into organizational training and development programs?

These questions are intended to stimulate discussion and reflection on various aspects of cultural competence, cultural awareness, cultural sensitivity, and cultural adaptability, emphasizing their significance in diverse and multicultural contexts.

New vocabulary

Go through the material once more, and list any new words you do not know and consider useful to learn. Write at least one example sentence for each word.