

M U N I
A R T S

PSBB082 Intercultural psychology

INTERCULTURAL COMMUNICATION

Intercultural communication

- Communication between people from different cultures – between individuals of different religious, social, and ethnic backgrounds
- Social exchanges: Commercial activities, or warfare
- Increased relevance due to globalization, increasing migration, the development of the transportation systems, the advance of information technologies, international employment, study exchange programs, interdependent economies, foreign travel, political alliances and global peace threats
- Mobility of goods, capital, and people resulted in **super-diversity** (Vertovec, 2007) in the **global village** (Kim & Hubbard, 2007)

Intercultural communication

- Effective intercultural communication is essential for world peace, stable international relations, resource sustainability, **cosmopolitan citizenship** (Starkey, 2007)
- Complicated by different **languages** values, behaviors and attitudes (the importance of punctuality), context, customs, distance, non-verbal signs
- Culture shapes language vs. language shapes culture.
- Linguistic Relativity Theory – the Sapir-Whorf hypothesis: structure of a language affects its speakers' world view or cognition
- People move from ethnocentrism (denial, defense, minimization) to ethnorelativism (acceptance, adaptation, integration) through intercultural encounters (Bennett, 2012)

Activity: A mosque in Sleepyville



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INTERCULTURAL COMPETENCES

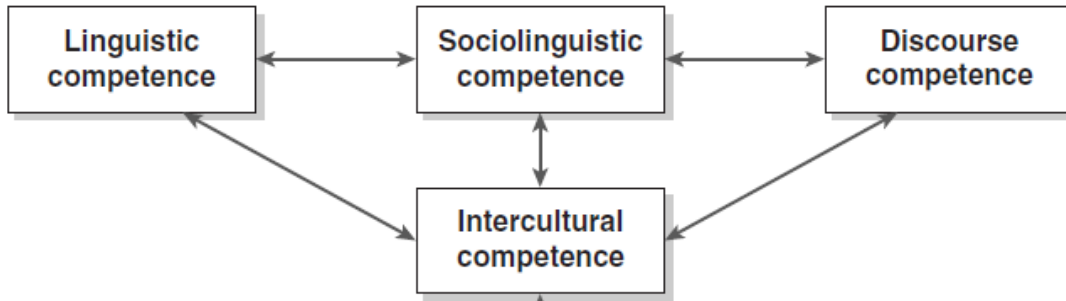
- valuing/respect of other human beings
- valuing/respect for cultural difference and diversity
- intercultural behavior
- communicative awareness
- critical thinking

LEARNING OBJECTIVES

- To experience real conflicts that can arise in meeting the needs of diverse communities
- To explore the right to freedom of religion and belief
- To develop skills of debate and analysis

Intercultural Communicative Competence

- Byram's (1997, 2008): Ability to communicate effectively and appropriately in various cultural contexts
- The basis of intercultural competence is in the motivation (**intrinsic** vs. extrinsic) of the person to interact with people from other cultures
- **Attributes:**
 - Savoir (knowledge of self and other, of interaction);
 - Savoir être (attitudes: relativising self, valuing other);
 - Savoir comprendre (skills of interpreting and relating);
 - Savoir apprendre/faire (skills of discovering and interacting);
 - Savoir s'engager (critical cultural awareness)
- **Internal outcomes:** Empathy, flexibility and adaptability
- **External outcomes:** Efficient intercultural communication behaviors



Interpreting/Relating Skills (*savoir comprendre*)

- Interpret symbols and events of other culture
- Relate interpretations to one's own culture and experience

Discovery/Interaction Skills (*savoir faire*)

- Cultural practices knowledge acquisition
- Procedural application of knowledge in real time

Knowledge (*savoir*)

- Social groups in own culture
- Social groups in other culture
- General interaction processes

Critical Cultural Awareness (*savoir s'engager*)

- Evaluate perspectives, practices and products from multiple cultural perspectives
- Identify criteria for evaluation

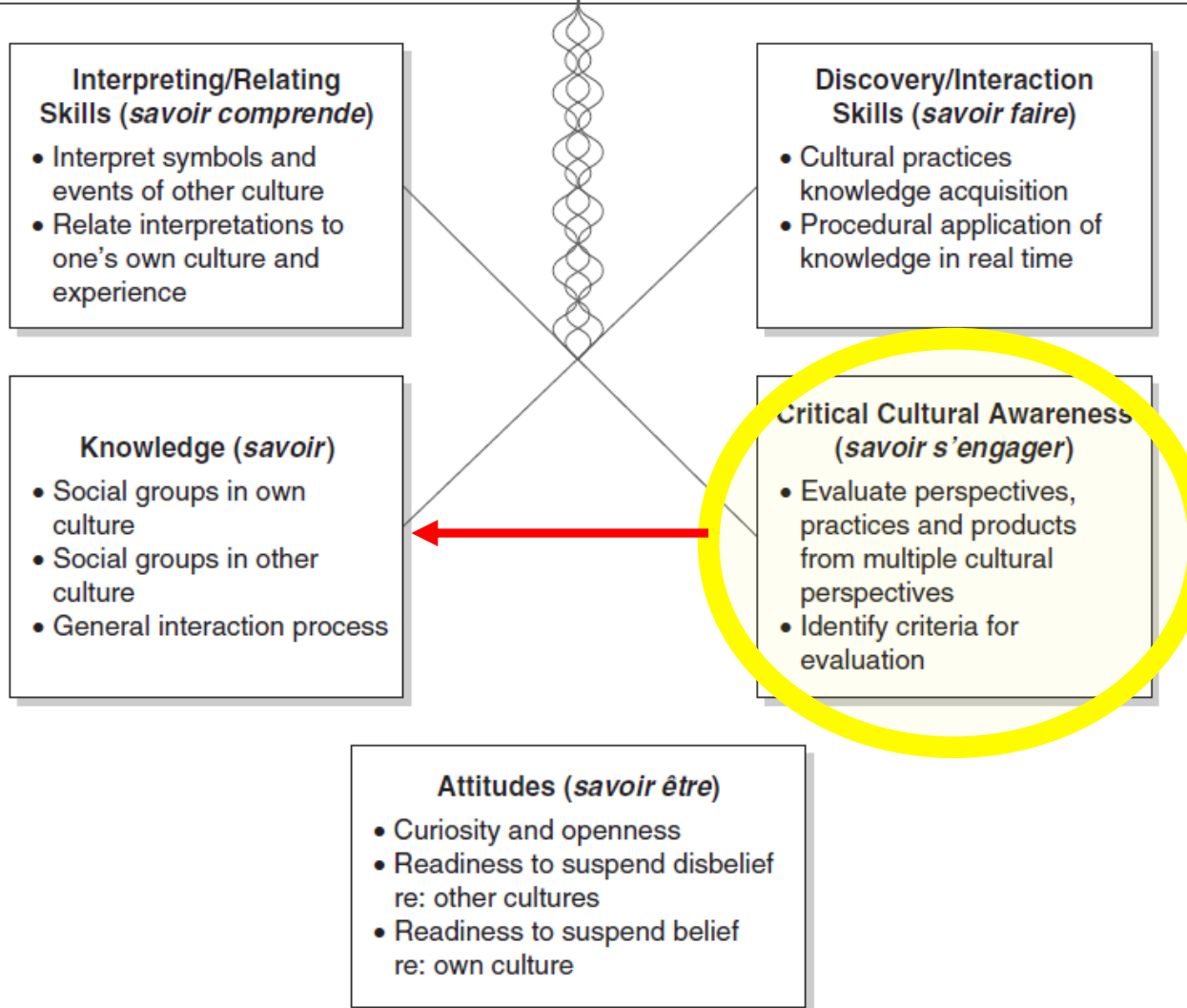
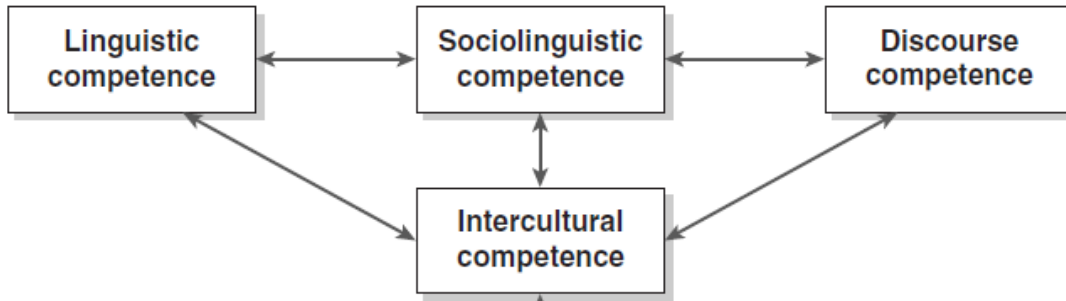
Attitudes (*savoir être*)

- Curiosity and openness
- Readiness to suspend disbelief re: other cultures
- Readiness to suspend belief re: own culture

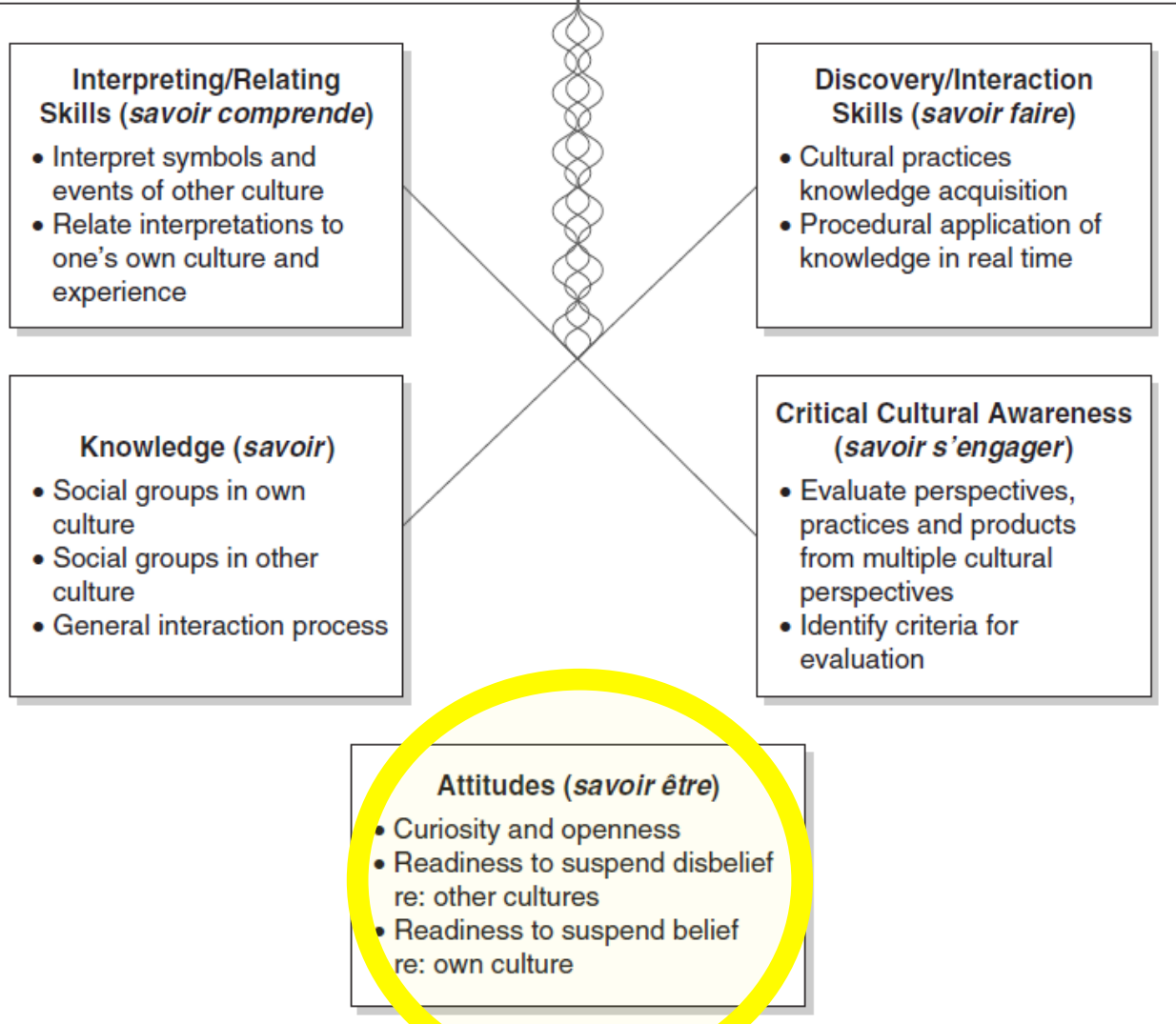
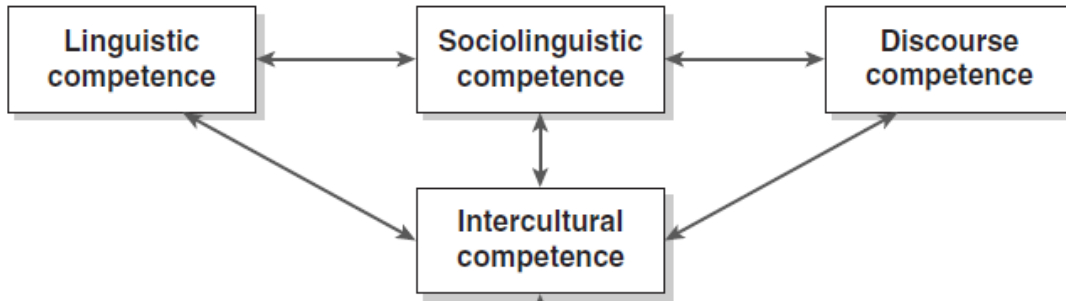
Spitzberg & Changnon (2009)

Knowledge

- **Sociolinguistic Awareness:** Awareness of the diversity of language across situations and contexts, ability to contextually think about their language (e.g., gendered language differences, regional differences, and social class related language use)
- **Cultural Self-Awareness:** Recognition of one's own cultural influences upon values, beliefs, and judgments (Winkelman, 2005)
- **Culture-Specific Knowledge (vs. General):** Information or knowledge that is unique or specific to a particular culture
- **Cultural Awareness:** Being cognizant, observant, and conscious of similarities and differences among and between cultural groups (Goode, 2001)



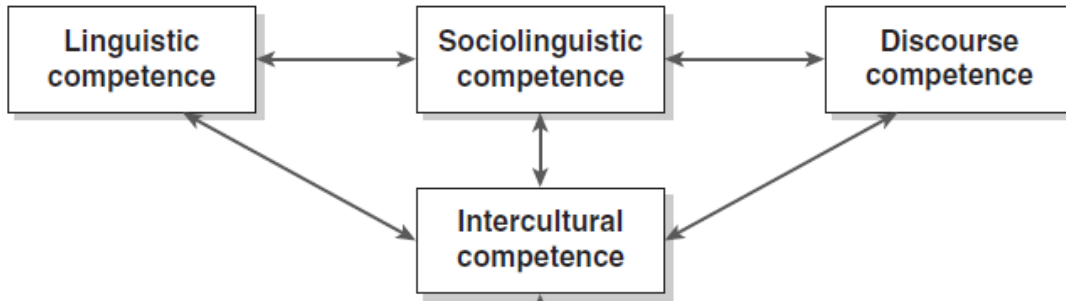
Spitzberg & Changnon (2009)



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Intercultural attitudes

- **Relativising** (decentring) **self**: Critical questioning of one's self, less subjective and non-judging stance towards the self which is understood as a construction rather than a fact
- **Motivation** to interact beyond one's culture
- **Openness and curiosity**: Willingness to move beyond one's comfort zone, approaching the unfamiliar with imagination, see things from the eyes of the other, avoiding judgment
- **Respect**: Consideration for the others, active listening, showing that they are appreciated and valued



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Spitzberg & Changnon (2009)

Skills

Skills to **discover** and **interact**, exploring cultures by:

- Observing
- Listening
- Analyzing
- Evaluating

Skills to **interpret** and **relate**

- Interpreting facts from other cultures by
- Relating them to own culture
- Developing new perspectives through comparison and contrast

Next meeting

– 20.12.2023

– Think through responses to these three questions:

1. Have I ever been discriminated?
2. Have I witnessed discrimination of other people? From which groups and in which form?
3. Have I ever discriminated anyone, however good my intentions might have been?