Resources for Intercultural / Cross-Cultural Training

**Foundational theories in intercultural communication**

This book contains selected articles from a variety of authors in the fields of intercultural communication, anthropology and education. It includes an excellent chapter by Edward Hall, *The Power of Hidden Differences* that explores the concepts of culture as communication including concepts of time (monochromic/polychromic), Context (high/low), personal space, unconscious culture, etc. Also contains LaRae Barna’s Stumbling Blocks in Intercultural Communication, and a chapter by Janet Bennet on Transition Shock.

**Hall, Edward T. Beyond Culture** Garden City, N. Y.: Anchor Press, 1976

**Value Orientations**

**Hills, M. D. (2002). Kluckhohn and Strodtbeck’s values orientation theory.** In W. J. Lonner, D. L. Dinnel, S. A. Hayes, & D. N. Sattler (Eds.), *Online Readings in Psychology and Culture* (Unit 6, Chapter 3), (http://www.wwu.edu/culture/readings.htm), Center for Cross-Cultural Research, Western Washington University, Bellingham, Washington USA.

**Culture is communication**

Part One of the book discusses cross-cultural communication - the comparison of communication across cultures - and Part Two examines intercultural communication - the communication between people from different cultures


**National Culture differences**

Trompenaars and Charles Hampden-Turner developed a model of culture with seven dimensions including: 1. Universalism vs. particularism (*rules apply across the board vs rules vary with relationships*) 2. Individualism vs. collectivism / communitarianism (*individual vs group orientation*) 3. Neutral vs. emotional (*detached vs emotional*) 4. Specific vs. diffuse (*separation of private and working lives*) 5. Achievement vs. ascription (*status earned or gained by birthright*) In addition there is a different way in which societies look at time.6. Sequential vs. synchronic (*things done one at a time or several things done at once*) The last important difference is the attitude of the culture to the environment. 7. Internal vs. external control (*Individual control over environment vs being controlled by it*)

**Hofstede, Geert 2001** *Culture’s consequences: comparing values, behaviors, institutions, and organizations across nations*. Thousand Oaks, New York, New Delhi: Sage Publications
Hofstede developed a framework for assessing cultures which included five dimensions of culture. Small vs. large power distance (consultative, democratic, more equal
relationship to those in power vs autocratic, paternalistic, hierarchical relationship to those in power), Individualism vs. collectivism, Masculinity (value competiveness, assertiveness, ambition) vs. femininity (value quality of life and relationships), Weak vs. strong uncertainty avoidance (implicit, flexible rules vs preference for explicit rules, structure activities), Long vs. short term orientation.

**Culture Specific Resources**

I share the following information with the caveat that culture is dynamic and always changing. Some of these resources are quite dated and so should be read with the recognition that these cultures may have undergone significant changes. You can draw on your own personal experience to put these resources in perspective.


**Esposito, John L., 2002 What Everyone Should Know about Islam** New York, NY: Oxford University Press,

**Axtell, Roger E., ed. 1990 Do's and Taboos around the World** New York: Wiley,


**Richmond, Yale. 1992 From Nyet to Da: Understanding the Russians** Yarmouth, Maine: Intercultural Press

**Intercultural training**


Written by an anthropologist with a US focus, this book provides a manual which aims to assist in developing cultural competence through a multilevel approach, which includes cultural awareness, understanding and skills at the personal, interpersonal, and organizational/institutional levels. Hogan's four-skills model lists actual culturally competent behaviors (a self-test), and includes both cognitive and experiential learning.


Thiagarajan, Sivasailam 1990 *Barnga: A Simulation Game on Cultural Clashes.* Yarmouth, Main: Intercultural Press

Barnga is a simulation game that takes participants through an experiential exercise that mirrors some of the challenges faced when entering an unknown culture. It can be used to help people understand their own reactions to change, conflict resolutions styles, issues of diversity, etc. The manual contains all the information you need to run the simulation plus several decks of cards depending on numbers of participants.

**What’s Up with Culture** website, University of Pacific available at: [http://www2.pacific.edu/sis/culture/](http://www2.pacific.edu/sis/culture/)

This website has been developed to prepare U.S. students to study abroad. It is an excellent resource for basic information about cultural differences and how they impact communication and behaviour. There are a series of modules with interactive activities. Many basic theories are explained (i.e. Iceberg model of culture; High and Low Context Cultures, etc.).

**International and Domestic Student Engagement**

