Intercultural Communication and Competencies

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Consider…

- What does **intercultural** mean?
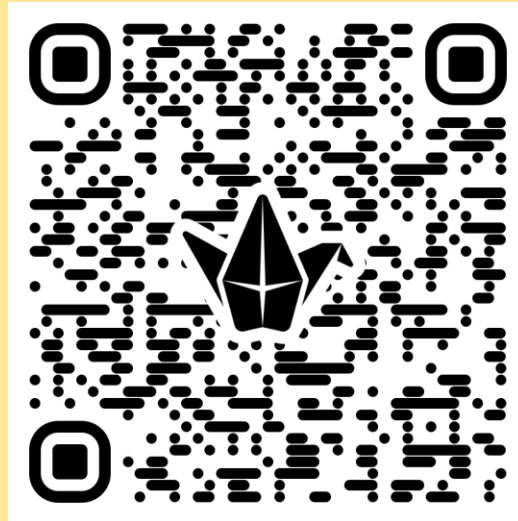

- What does **communication** mean?

Communication is the active process of exchanging information and ideas. Communication involves both understanding and expression. Forms of expression may include personalized movements, gestures, objects, vocalizations, verbalizations, signs, pictures, symbols, printed words, and output from augmentative and alternative (AAC) devices

When individuals communicate effectively, they are able to express needs, wants, feelings, and preferences that others can understand.

Definition: American Speech-Language-Hearing Association, asha.org

What are the challenges of intercultural communication?

**Go to the Padlet. (Sign in if you wish.)
Add responses to Sections 1,2 and 3.**

bit.ly/IC_reps

The 'Global People' project

The **Global People** team at the **University of Warwick** have developed a **Competency Framework**.

This outlines a range of skills, knowledges, attitudes and behaviours that can help make intercultural communication effective.

Framework for intercultural competencies

The framework organises the 'competencies' into four groups. Note that the skill of 'communication' itself (e.g. adjusting our language, active listening...) is just one aspect.

- **Knowledge and ideas**
- **Communication**
- **Relationships**
- **Personal qualities and dispositions**

Knowledge and ideas
Information gathering, New thinking, Goal orientation, Synergistic solutions

Communication
Active listening, Language adjustment, Attuning, Building of shared knowledge / Mutual trust

Relationships
Welcoming of strangers, Rapport building, Sensitivity to context, Interpersonal attentiveness

Personal qualities and dispositions
Spirit of adventure, Self awareness, Resilience, Acceptance

How does this relate to life at UAL?

Engaging with the framework (1)

Choose 2-3 of the competencies in the list.
Think of specific examples where you've used these.
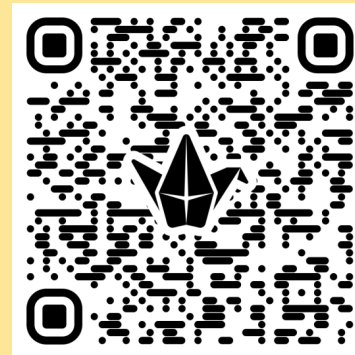
Explain the context

Why did you need to use it?
How did you use it?
(How) did it help?

Engaging with the framework (2)

- Identify the Global People competencies you think are especially significant. How can these best be developed?

- Share these reflections with other, and/or add to Section 4 on the Padlet.

Connecting frameworks

What connections do you think there are between the Global People Framework and the Inner Development Goals Framework?

1	**Being** — Relationship to Self
2	**Thinking** — Cognitive Skills
3	**Relating** — Caring for Others and the World
4	**Collaborating** — Social Skills
5	**Acting** — Enabling Change

QR codes and links to frameworks

Scan the QR codes and/or visit the URLs below to explore the Global People and Inner Development Goals frameworks in more depth.

bit.ly/globalpeopleframework

innerdevelopmentgoals.org/framework

Thank you!

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This session was adapted from workshop material created by Adam Ramejkis (a.ramejkis@arts.ac.uk)