Intercultural Competence:
An Essential Learning Outcome of Campus Internationalization & Global Service Learning

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Agenda

- What is it?
- How to recognize it?
- How to work with it?
Fish is Fish

By Leo Leonni
Point of View
What is Culture?

Shared Values, Believes & Behaviors
What is a Competency?

The quality of being adequately or well-qualified physically & intellectually.

http://www.visualthesaurus.com/
Intercultural Competency:

• A Mind set: Knowledge

• A Heart set: Attitude

• A Skill set: Abilities
Confluence of Difference
Developmental Model of Intercultural Sensitivity

Monocultural Mindset
- Denial
  - Disinterest
  - Avoidance
- Polarization
  - Defense
  - Reversal

Minimization
- Similarity
- Universalism

Acceptance

Adaptation
- Cognitive frame-shifting
- Behavioral code-shifting

Intercultural Mindset
High Performing People In Cross-cultural & Diverse Contexts

- Relevant Operational Knowledge
- Personal Competencies
- Technical Expertise
Intercultural Competency

Learn & Understand

Develop & Manage Relationships

Manage Self
• **Continuous Learning**
  – Self-Awareness
  – Exploration

• **Interpersonal Engagement**
  – Global Mindset
  – Relationship Interest

• **Hardiness**
  – Positive Regard
  – Resilience
Things We Know About Intercultural Competence:

• Cultural knowledge
• Cultural contact
• Reduction of stereotypes
• Language
Individual Development

Requires:
- **Self**-motivation
- Learn & Transform
- Experiential Learning + Reflection
- Crucible Experiences
- Unpredictable
- Cross-Cultural Exposure
- Extensive Practice
What Can Higher Education Do?

Provide & Leverage Experiences:

- The Four Ts:
- Projects
- Mentors
- Assessment
Intercultural Knowledge & Competence Rubric

- **Knowledge**
  - Cultural self-awareness
  - Knowledge of cultural worldview frameworks

- **Skills**
  - Empathy
  - Verbal and nonverbal communication

- **Attitudes**
  - Curiosity
  - Openness
DEVELOPMENTAL METHODOLOGIES

Highest Potential For Re-mapping

- Personal Work Experience (50%)
- Info Exchanges w/others (30%)
- Classroom (20%)

Low
High
What Leads to Intercultural Competence?

- Intentional Design
- Balance
- Book End
Case Study
International Service Learning

- Extensive
- Robust
- Transformational
- Distinctive
Van Cleave Conceptual Framework for Success in Short-Term International Service-Learning

Please cite according to professional standards.
“There is wisdom in turning as often as possible from the familiar to the unfamiliar: it keeps the mind nimble, it kills prejudice, and it fosters humor.”

-George Santayana, philosopher, (1863-1952)
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