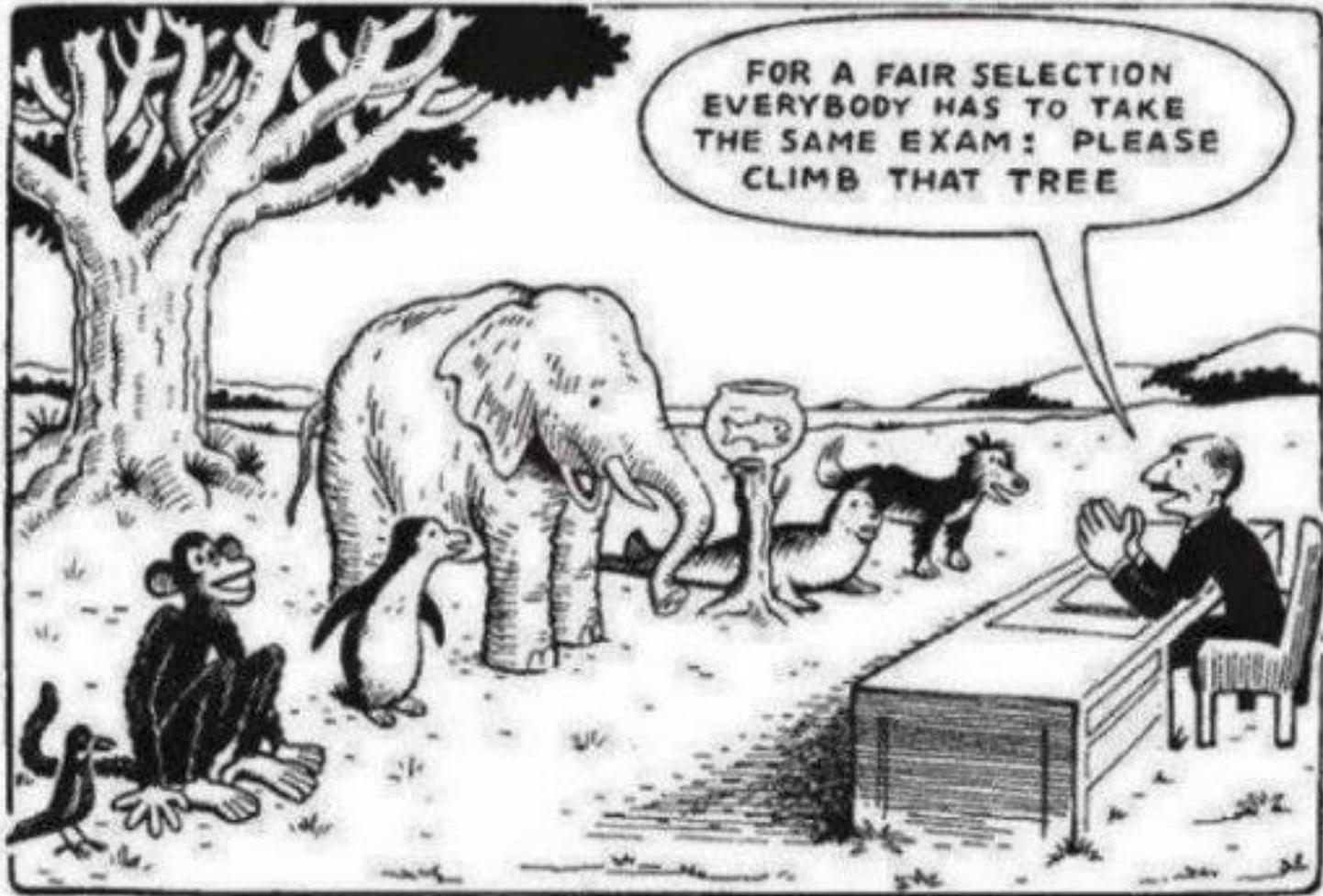


# Integrating Intercultural Competencies into Higher Education

BCCIE Seminar June 2016

Heather Tobe  
Hyoshin Kim



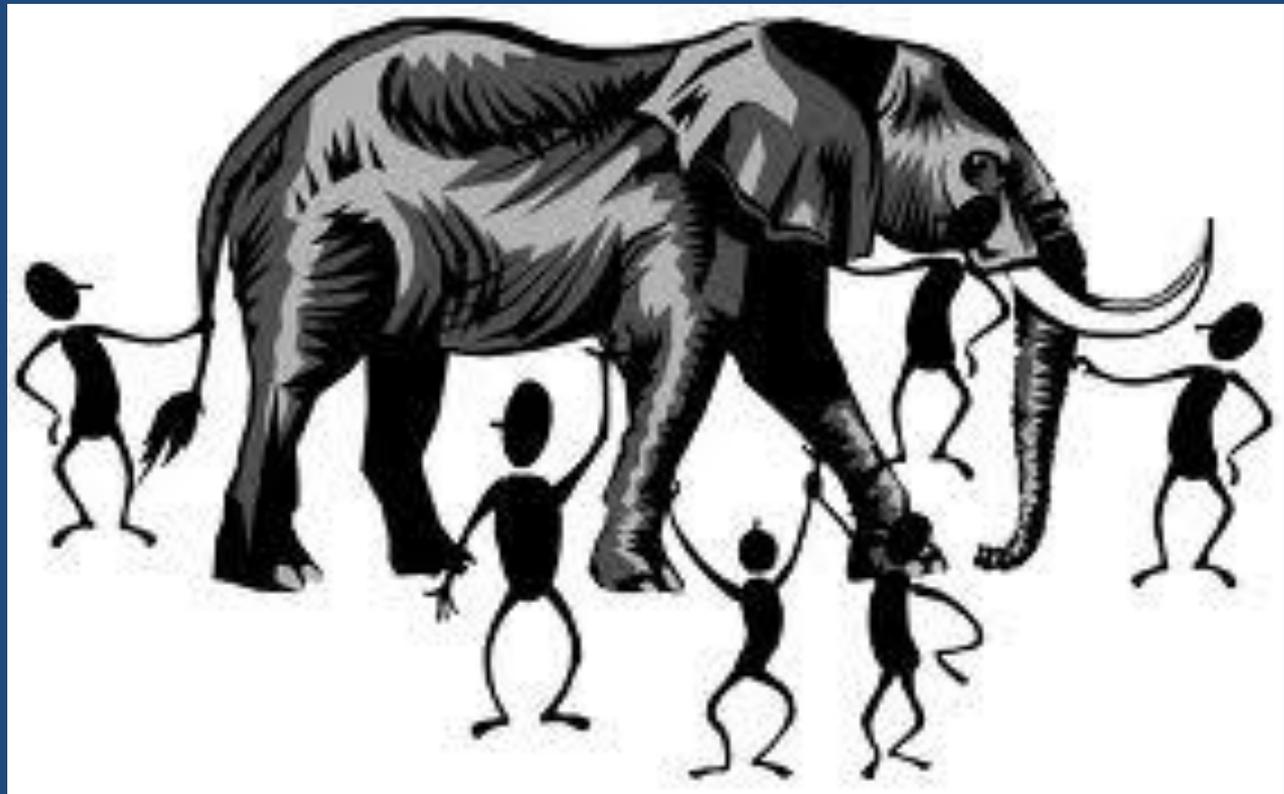
# Our Education System

Image: Gaye Crispin

# Agenda

- Definition of Intercultural Competence
- Models
- Assessment
- Action Plan





**What does Intercultural  
Competence mean?**



# Working Definitions

- Hammer
- Byram
- Hunter, White, & Godbey
- Spitzberg & Changnon



The source <http://www.afs.org/blog/icl/?m=201408>

# M. Hammer

The capability to shift cultural perspective and adapt behavior to bridge across cultural differences and commonalities.

# M. Byram

Knowledge of others; knowledge of self; skills to interpret and relate; skills to discover and/or to interact; valuing others' values, beliefs, and behaviors; and relativizing one's self.

# Hunter, White, & Godbey

Having an open mind while actively seeking to understand cultural norms and expectations of others, leveraging this gained knowledge to interact, communicate, & work effectively outside one's own environment.

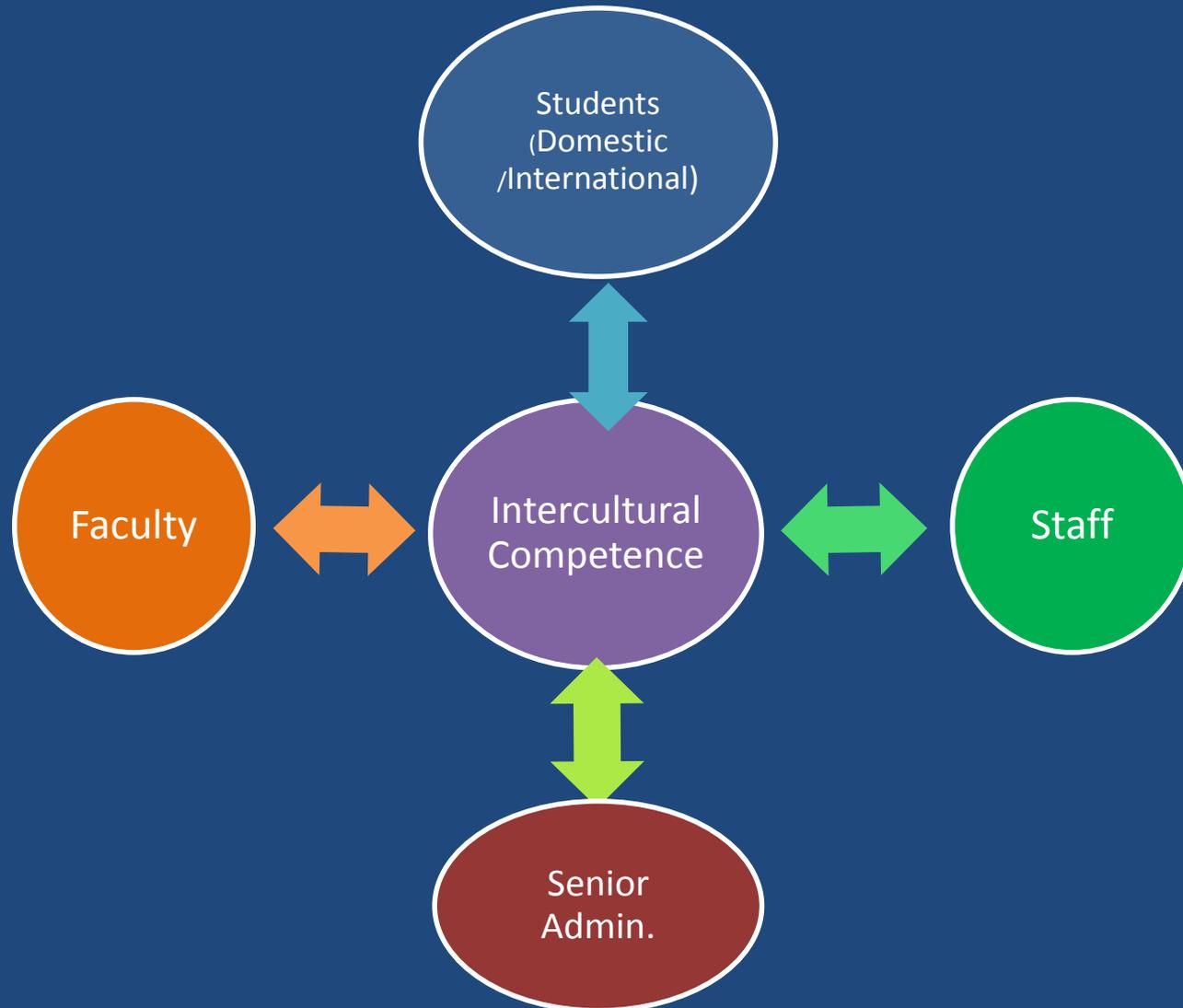
# Sptizberg & Changnon

Intercultural competence is the appropriate and effective management of interaction between people who, to some degree or another, represent different or divergent affective, cognitive, and behavioural orientations to the world.

# Discussion

- How would you connect to your own definitions?
- Consensus in your organization?
- Anything you would like to bring forward?

# Intercultural Competence





AS PART OF THE COLLEGE'S  
'INTERNATIONAL STUDENT  
APPRECIATION WEEK', WE  
WOULD LIKE ALL FACULTY TO  
LEARN AT LEAST ONE PHRASE  
IN CHINESE.



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AT THE RISK OF  
MISINTERPRETATION OF  
COMMUNICATION, I REFUSE,  
AND WILL CONTINUE TO USE  
JUST MY BODY LANGUAGE TO  
COMMUNICATE WITH THEM.

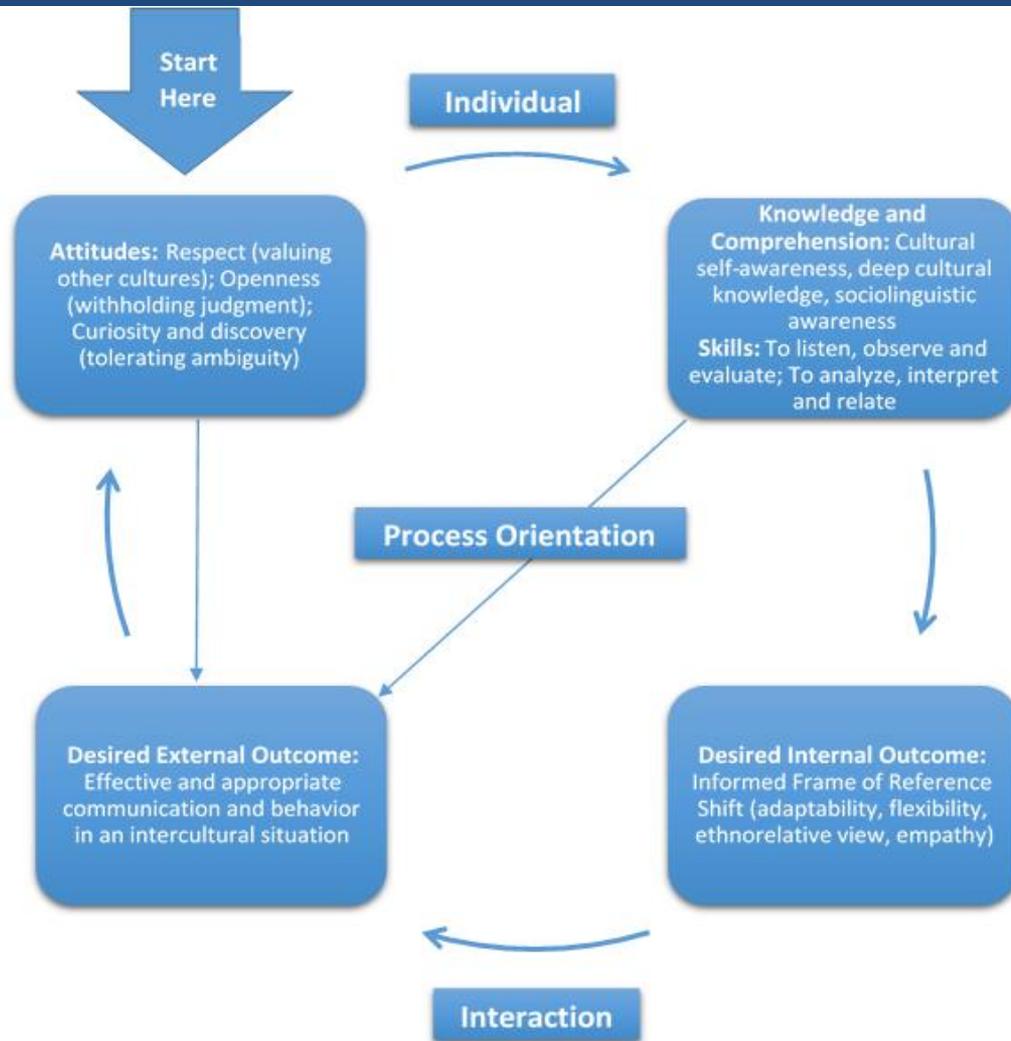


NI SHI BAI CHI.

HEAR THAT...  
HE AGREES WITH ME!



# Process Model: D. Deardorff



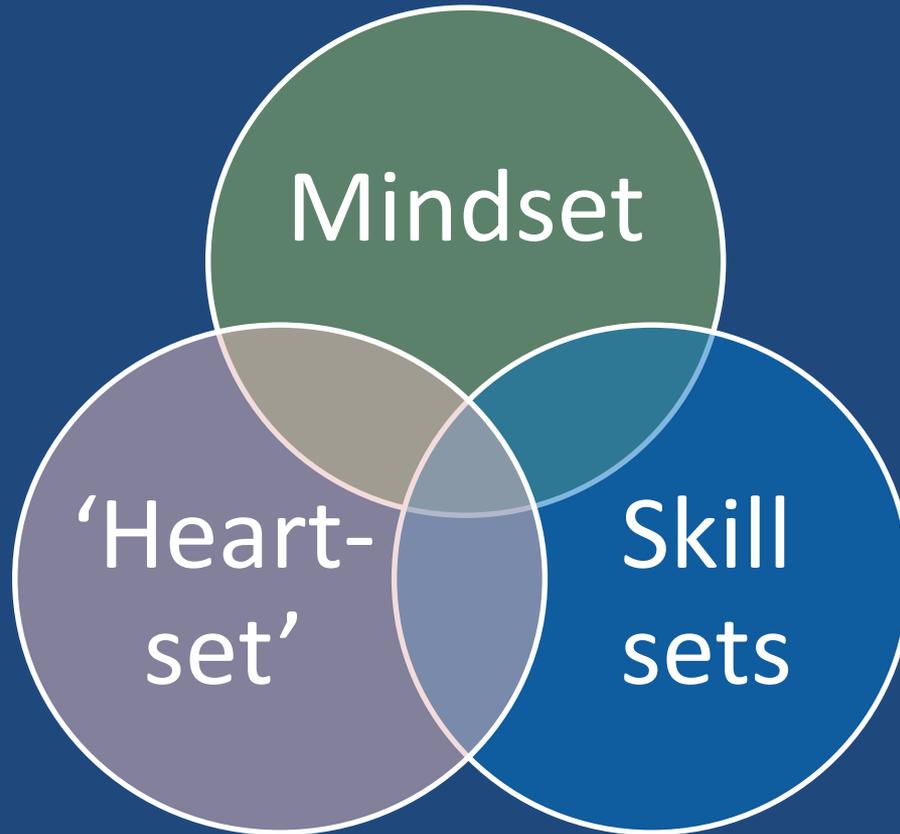
By Dr. Darla K. Deardorff in *Journal of Studies in International Education*, Fall 2006, 10, p. 241-266 and in *The SAGE Handbook of Intercultural Competence*, 2009 (Thousand Oaks: Sage).

**M. Lustig & J. Koester**

**BASIC: Behavioral Assessment Scale  
for Intercultural Competence**

- **Display of Respect**
- **Orientation to Knowledge**
- **Empathy**
- **Interaction Management**
- **Task Role Behaviour**
- **Relational Role Behaviour**
- **Tolerance for Ambiguity**
- **Interaction Posture**

# J. Bennett



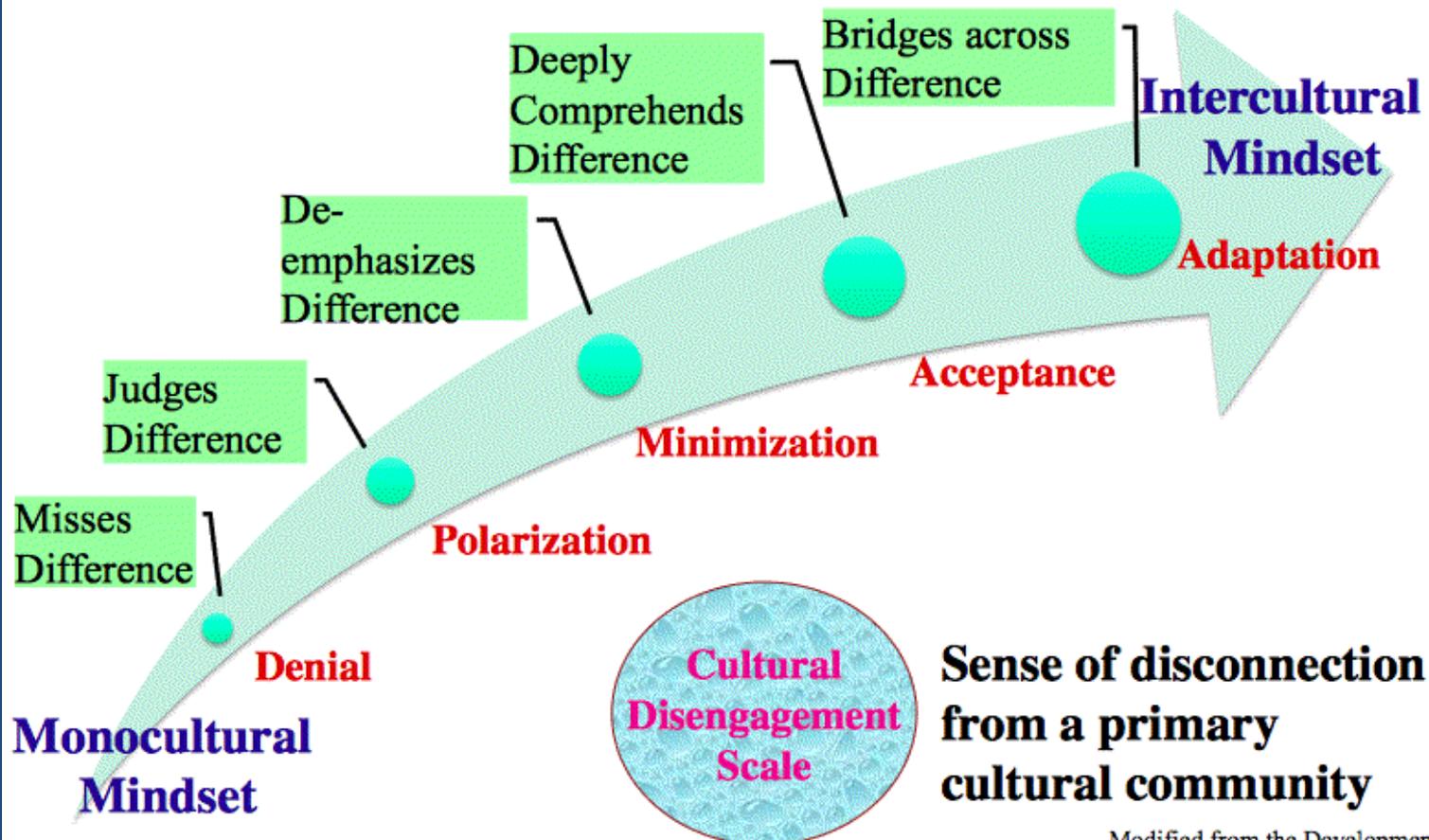
# Discussion

- Which model resonates with you?
- Which one do you find most compatible with your organization?
- How would connect back to your working definition?

# Assessment Examples

- IDI (Intercultural Development Inventory)
- IES (Intercultural Effectiveness Scale)

# Intercultural Development Continuum: Primary Orientations



Copyright 1998-2014, Mitchell R.  
Hammer, Ph.D., IDI, LLC

Modified from the Developmental  
Model of Intercultural Sensitivity  
(DMIS), M. Bennett, 1986

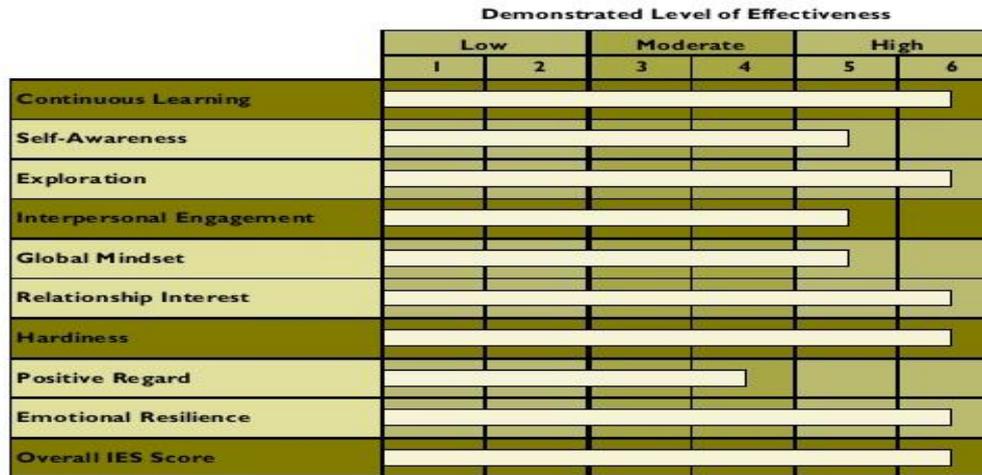
# Intercultural Effectiveness Scale

## IES FEEDBACK REPORT

*Personal & Confidential*

### Results for: Courtney Denig

#### I. Your Intercultural Effectiveness Score



*A discussion of each of the dimensions above can be found on the following pages.*

# Working as a Change Agent: Action Plan

- One way to implement anything you learned as part of your action plan





# Recommendations

- Intentional
- More knowledge of intercultural concepts & theory
- Throughout the student learning process
- Reflective & Dynamic
- Multi-level, Holistic, & Systemic

# Questions

- Is it part of your strategic plan?
- Is it part of your mission statement or values statements?
- Is it the focus of learning outcomes at your institution?
- Is it recognized with your awards?
- Is it embedded in your orientation programs? both international and domestic
- Is it part of your study abroad programs?
- Do you have a benchmark for measuring it?
- Is it offered through employee or faculty PD?

- Is the intercultural voice included in decision making round academic integrity?
- Is it part of the discussions around recruitment and retention?
- Can it be seen in the events on campus?
- Is it a consideration in program development?
- Is it part of the promotional materials for new students?
- Is the perspective included in decision made by student services?
- Is it an area of importance in the student council?
- Is it a part of your student life department?

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감사합니다 Natick  
Danke Ευχαριστίες Dalu  
Thank You Köszönöm  
Спасибо Dank Gracias  
谢谢 Merci Seé  
ありがとう

Grazie

Obrigado