

PL5216 Intercultural Encounters

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Course description:

The course is intended to familiarize students with underlying theory and research on intercultural encounters, to heighten students' awareness of common difficulties that emerge in intercultural interactions, and to offer practical problem solving techniques and strategies for minimizing miscommunication across cultures. The course may be applied to a variety of settings: schools, clinical settings, the workplace, and the community at large. Practical intercultural education and training techniques such as cultural sensitizers and simulation exercises are also featured.

Time: Tuesdays 7-10 pm in AS 6, Room 03-24

Course content and assessment:

Sessions will include a practical component dealing with the application of intercultural theory to specific topics. A major portion of the assessment is based on practical work involving the design and implementation of an intercultural training program (TBA). PL5216 also includes a 2 hour examination at the end of the semester.

Syllabus

- I Introduction to Intercultural Encounters**
- II Theoretical frameworks for interpreting cultural variability**
- II Communicating across cultures**
 - A. Nonverbal communication
 - B. Verbal communication**
- IV Cross-cultural differences in the expression of emotion**
- V Cross-cultural differences in norms and values**
- VI Interpersonal processes across cultures**
- VII Social identity and intergroup processes across cultures**
- VIII Training for Intercultural Competence**
 - A. Defining intercultural competence
 - B. Training techniques**
- IX Areas of application**
 - A. Crossing cultures
 - B. Industrial and organizational settings
 - C. Counselling and health
 - D. Education

PL5216 Intercultural Encounters

Recommended Readings:

I Introduction to Intercultural Encounters

- Porter, R., & Samovar, L. (1994). An introduction to intercultural communication. In L. Samovar & R. Porter (Eds.), *Intercultural communication* (pp. 4-25). Belmont, CA: Wadsworth.
- Barna, L. (1994). Stumbling blocks in intercultural communication. In L. Samovar & R. Porter (Eds.), *Intercultural communication* (pp. 337-346). Belmont, CA: Wadsworth.

II Theoretical frameworks for interpreting cultural variability

- Gudykunst, W.B., & Matsumoto, Y. (1996). Cross-cultural variability of communication in interpersonal relationships. In W.B. Gudykunst, S. Ting-Toomey & T. Nishida (Eds.), *Communication in personal relationships across cultures* (pp. 19-56). Thousand Oaks, CA: Sage.
- Hofstede, G. (1984). *Culture's consequences*. Beverly Hills, CA: Sage. (Chapters 3-6).
- Triandis, H.C. (1989). The self and social behavior in differing cultural contexts. *Psychological Review*, 96, 506-520.
- Triandis, H.C. (1990). Theoretical concepts that are applicable to the analysis of ethnocentrism. In R. Brislin (Ed.), *Applied cross-cultural psychology* (pp. 34-55). Newbury Pk, CA: Sage.
- Trompenaars, F. (1993). *Riding the waves of culture*. London: The Economist Books. (Chapters 4-10).

III Communicating across cultures

A. Nonverbal communication

- Andersen, P. (1994). Explaining intercultural differences in nonverbal communication. In L. Samovar & R. Porter (Eds.), *Intercultural communication* (pp. 229-240). Belmont, CA: Wadsworth.
- Collett, P. (1982). Meetings and misunderstandings. In S. Bochner (Ed.), *Cultures in contact* (pp. 81-98). Oxford: Pergamon Press.
- Gudykunst, W.B., & Ting-Toomey, S. (1988). *Culture and interpersonal communication*. Newbury Pk, CA: Sage. (Chapter 6 Nonverbal Dimensions and Context Regulation)
- Hecht, M.L., Andersen, P.A., & Ribeau, S. (1989). The cultural dimensions of nonverbal communication. In M.K. Asante & W.B. Gudykunst (Eds.), *Handbook of international and intercultural communication* (pp. 163-1285). Newbury Pk, CA: Sage.

Schneller, R. (1992). Cultural diversity and prejudice in non-verbal communication. In J Lynch, C. Mogdil, & S. Modgil (Eds.), *Cultural diversity and the schools* (pp. 119-142). London: Falmer Press.

B. Verbal communication

Gudykunst, W.B., & Ting-Toomey, S. (1988). *Culture and interpersonal communication*. Newbury Pk, CA: Sage. (Chapter 5 Verbal Communication Styles)

Gudykunst, W.B. (1994). *Bridging differences: Effective intergroup communication*. Thousand Oaks, CA: Sage. (Chapter 5 Exchanging messages with strangers)

IV Cross-cultural differences in the expression of emotion

Gudykunst, W.B., & Ting-Toomey, S. (1988). *Culture and interpersonal communication*. Newbury Pk, CA: Sage. (Chapter 9 Affective Processes)

Gudykunst, W.B., & Ting-Toomey, S. (1988). Culture and affective communication. *American Behavioral Scientist*, 31, 384-400.

Matsumoto, D., Wallbott, H.G., & Scherer, K.R. (1989). Emotions in intercultural communication. In M.K. Asante & W.B. Gudykunst (Eds.), *Handbook of international and intercultural communication* (pp. 225-246). Newbury Pk, CA: Sage.

Matsumoto, D. (1990). Cultural similarities and differences in display rules. *Motivation and Emotion*, 14, 195-214.

V Cross-cultural differences in norms and values

Chinese Culture Connection. (1987). Chinese values and the search for culture-free dimensions of culture. *Journal of Cross-cultural Psychology*, 18, 143-164.

Gudykunst, W.B., & Ting-Toomey, S. (1988). *Culture and interpersonal communication*. Newbury Pk, CA: Sage. (Chapter 3 Situational factors)

Hofstede, G. (1984). *Culture's consequences*. Beverly Hills, CA: Sage. (Chapters 3-6).

Schwartz, S. (1994). Are there universal aspects in the structure and contents of human values? *Journal of Social Issues*, 50, 19-46.

VI Interpersonal Processes

Gudykunst, W.B. (1994). *Bridging differences: Effective intergroup communication*. Thousand Oaks, CA: Sage. (Chapter 4 Attributing Meaning to Strangers' Behavior)

Gudykunst, W.B., & Ting-Toomey, S. (1988). *Culture and interpersonal communication*. Newbury Pk, CA: Sage. (Chapters 8 Social Cognitive Processes and 10 Interpersonal Relationships)

Javidi, A., & Javidi, M. (1994). Cross-cultural analysis of interpersonal bonding: A look at East and West. In L. Samovar & R. Porter (Eds.), *Intercultural communication* (pp. 87-94). Belmont, CA: Wadsworth.

- Ting-Toomey, S. (1988). Intercultural conflict styles: A face negotiation theory. In Y.Y. Kim & W.B. Gudykunst (Eds.), *Theories in intercultural communication* (pp. 213-238). Newbury Pk, CA: Sage.
- Ting-Toomey, S. (1994). Managing intercultural conflicts effectively. In L. Samovar & R. Porter (Eds.), *Intercultural communication* (pp. 360-372). Belmont, CA: Wadsworth.

VII Social Identity and Intergroup Processes

- Furnham, A., Ward, C., & Bochner, S. (in press). *The psychology of culture shock*. London: Routledge (Chapter 5 Social identification theories)
- Gudykunst, W.B. (1994). *Bridging differences: Effective intergroup communication*. Thousand Oaks, CA: Sage. (Chapter 3 Our Expectations of Strangers)
- Gudykunst, W.B., & Bond, M.H. (1997). Intergroup relations across cultures. In J. Berry, M. Segall & C. Kagitcibasi (Eds.), *Handbook of cross-cultural psychology* (Vol. 3, pp. 119-161). Boston: Allyn & Bacon.
- Gudykunst, W.B., & Ting-Toomey, S. (1988). *Culture and interpersonal communication*. Newbury Pk, CA: Sage. (Chapter 11 Intergroup Relationships)
- Hewstone, M. (1990). Causal attribution. Cambridge, MA: Basil Blackwell. (Chapter 6 Intergroup Attribution)
- Stephan, C.W. (1992). Intergroup anxiety and intergroup interaction. In J Lynch, C. Mogdil, & S. Modgil (Eds.), *Cultural diversity and the schools* (pp. 145-158). London: Falmer Press.

VIII Training for Intercultural Competence

A. Defining Intercultural Competence

- Ady, J. (1995). Toward a differential demand model of sojourner adjustment. In R.L. Wiseman (Ed.), *Intercultural communication theory* (pp. 92-114). Thousand Oaks, CA: Sage.
- Dinges, N.G., & Baldwin, K. (1996). Intercultural competence. In D. Landis & R. Bhagat (Eds.), *Handbook of intercultural training* (pp.106-123). Thousand Oaks, CA: Sage.

B. Training Techniques

- Bhawuk, D. P.S. (1990). Cross-cultural orientation programs. In R. Brislin (Ed.), *Applied cross-cultural psychology* (pp. 325-346). Newbury Pk, CA: Sage.
- Brislin, R., & Yoshida, T. (1994). *Intercultural communication training: An introduction*. Thousand Oaks, CA: Sage.
- Cargile, A., & Giles, H. (1996). Intercultural communication training: Review, critique and a new theoretical framework. *Communication Yearbook*, 19, 385-423.

- Gudykunst, W.B., Guzley, R.M. & Hammer, M.R. (1996). Designing intercultural training. In D. Landis & R, Bhagat (Eds.), *Handbook of intercultural training* (pp. 61-80). Thousand Oaks, CA: Sage.
- Triandis, H.C. (1995). *Individualism and collectivism*. Boulder, CO: Westview. (Chapter 6 Applications: Training people to work well together)

IX Areas of Application

A. Crossing cultures

- Smith, P., & Bond, M.H. (1998). *Social psychology across cultures*. London: Prentice-Hall. (Chapter 10 The consequences of cross-cultural contact).
- Ward, C. (1996). Acculturation. In D. Landis & R, Bhagat (Eds.), *Handbook of intercultural training* (pp. 124-147). Thousand Oaks, CA: Sage.

B .Intercultural encounters in the workplace

- Gesteland, R.R. *Cross-cultural business behavior*. Copenhagen: Handelshojskolens Forlag.
- Hui, H., & Luk, C.L. (1997). Industrial/Organizational psychology. In J.W. Berry, M.H. Segall, & C. Kagitcibasi (Eds.), *Handbook of cross-cultural psychology* (Vol. 3, pp. 371-412). Boston: Allyn & Bacon.
- Schwartz, S. (1999). A theory of cultural values and some implications for work. *Applied Psychology*, 48. 23-48.
- Smith, P., & Bond, M.H. (1998). *Social psychology across cultures*. London: Prentice Hall. (Chapter 8 Organizational Behavior)
- Trompenaars, F. (1993). *Riding the waves of culture: Understanding cultural diversity in business*. London: The Economist Books.

C. Counselling and Health

- Draguns, J. (1996). Humanly universal and culturally distinctive: Charting the course of cultural counseling. In P. Pedersen, J. Draguns, W. Lonner & J. Trimble (Eds.), *Counseling across cultures* (pp. 1-20). Thousand Oaks, CA: Sage.
- Geist, P. (1994). Negating cultural understanding in health care communication. In L. Samovar & R. Porter (Eds.), *Intercultural communication* (pp. 311-321). Belmont, CA: Wadsworth.
- Lonner, W., & Ibrahim, F. (1996). Appraisal and assessment in cross-cultural counseling. In P. Pedersen, J. Draguns, W. Lonner & J. Trimble (Eds.), *Counseling across cultures* (pp. 293-322). Thousand Oaks, CA: Sage.
- Rack, P. (1982). *Race, culture and mental disorder*. London: Tavistock.(Chapter 10 Cultural Pitfalls in the Recognition of Depression and Anxiety).
- Sue, D.W. (1995). Toward a theory of multicultural counseling and therapy. In J.A. Banks & C.A.M. Banks (Eds.), *Handbook of research on multicultural education* (pp. 647-659). New York: Macmillan.

Triandis, H.C. (1985). Some major dimensions of cultural variation in client populations. In P. Pedersen (Ed.), *Handbook of cross-cultural counseling and therapy* (pp. 21-28). Westport, CN: Greenwood Press.

D. Education

Chen, M.J. (1994). Chinese and Australian concepts of intelligence. *Psychology and Developing Societies*, 6, 103-117.

Cushner, K. (1990). Cross-cultural psychology and the formal classroom. In R. Brislin (Ed.), *Applied cross-cultural psychology* (pp. 98-120). Newbury Pk, CA: Sage.

Irvine, J.J., & York, D.E. (1995). Learning styles and culturally diverse students. In J.A. Banks & C.A.M. Banks (Eds.), *Handbook of research on multicultural education* (pp. 484-497). New York: Macmillan.

Powell, R., & Andersen, J. (1994). Culture and classroom communication. In L. Samovar & R. Porter (Eds.), *Intercultural communication* (pp. 322-346). Belmont, CA: Wadsworth.

Shade, B.J., & New, C. (1993). Cultural influences on learning: Teacher implications. In J. Banks & C.A.M. Banks (Eds.), *Multicultural education* (pp. 317-330). Boston: Allyn & Bacon.