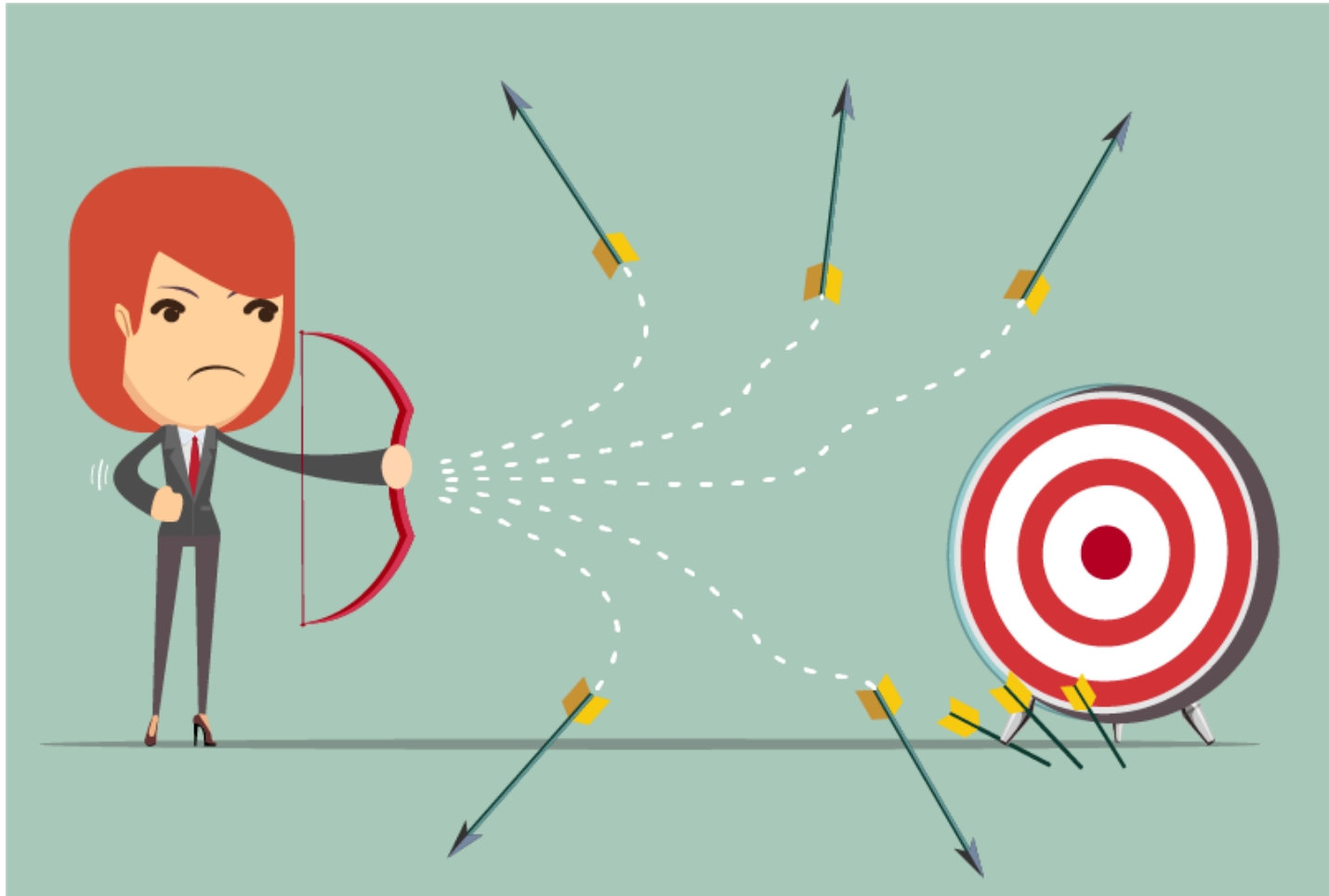


## Andrea Perry – International Student Advisor Middle Eastern and Mature students

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# Hitting the Mark with Intercultural Communication



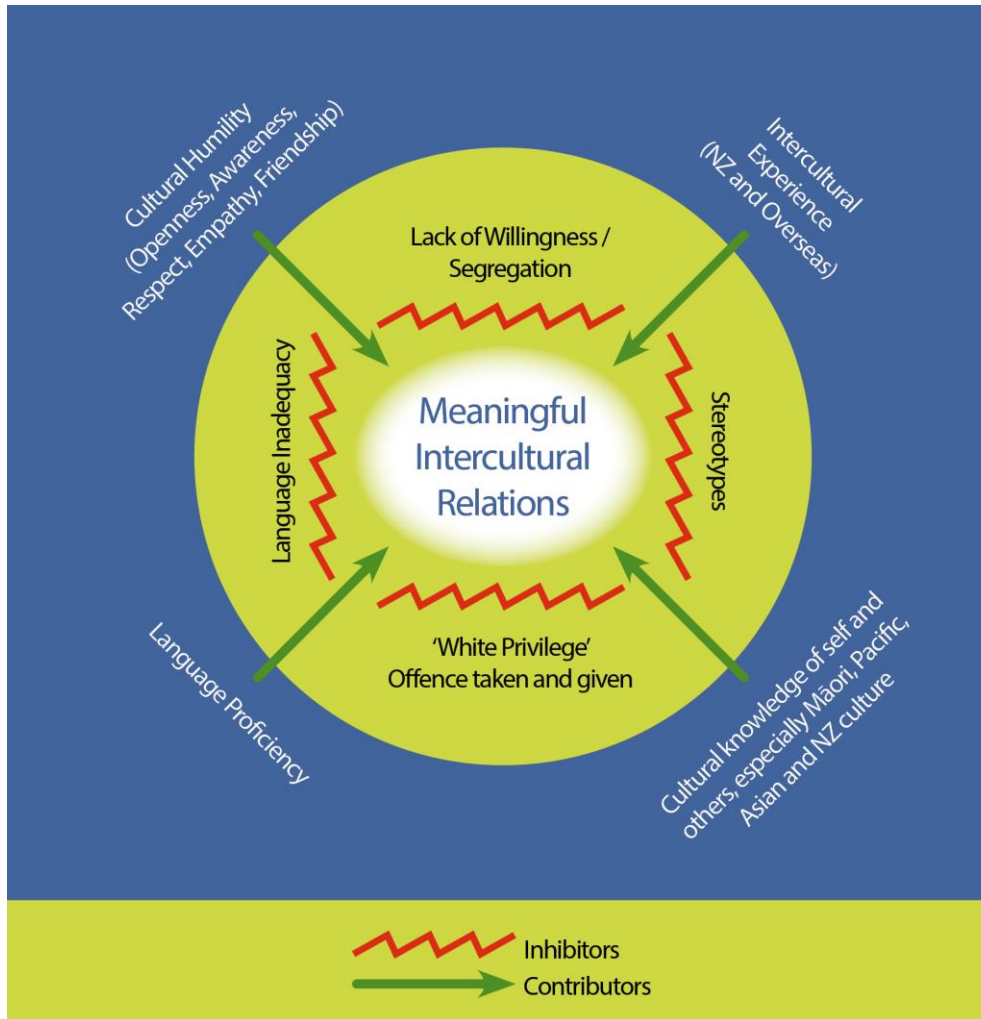
# What does hitting the mark mean?

## “Intercultural Competence:

The ability to communicate effectively and appropriately in intercultural situations based on one’s intercultural knowledge, skills and attitudes”

Deardorff, 2006

# Meaningful IC relationships



# Contributors to effective intercultural communication

## Humility

Openness, Cultural Awareness, Respect,  
Empathy and Friendship

## Cultural Understanding

What is acceptable and unacceptable,  
Avoiding offense

## Intercultural Experience

Opportunities for IC learning in an intentional way  
Examining assumptions, values and background knowledge

## Language proficiency

Giving time to explain key concepts  
Slowing down, reviewing  
Re-phrasing, checking, re-enforcing in written and spoken language

# Inhibitors of effective intercultural communication

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## Stereotyping

Lack of openness, cultural awareness, respect

## 'White Privilege'

Offence given and taken

Experience of negativity or indifference from local students/staff

Not understanding local culture and social norms

Not understanding learning expectations and teacher-student relationship in NZ

## Segregation

Lack of social confidence in intercultural situations

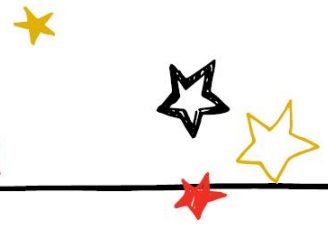
Feelings of isolation, alienation and uncertainty

## Language inadequacy

Lack language to participate effectively



# IC reflection post terrorist attack

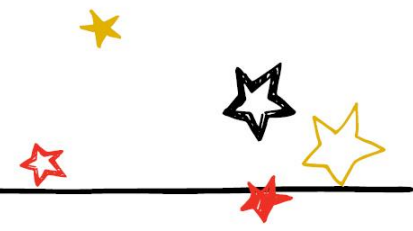


PM Jacinda Ardern wore a hijab while visiting a community centre to meet with the Muslim community following the mosque shootings.

1. In what way did this contribute to intercultural communication?
2. In what way did this inhibit intercultural communication?



# Communication Styles





# Adjusting our messages to fit a cultural communication style

- + Think of a key messages we communicate with our international students.
- + How might we adjust our message to fit a more Chinese or Middle Eastern communication style?

# SCORE Communication Principles

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- Simplify and Specify
- Clarify and Confirm
- Organize and Outline
- Rephrase and Reframe
- Explain with examples

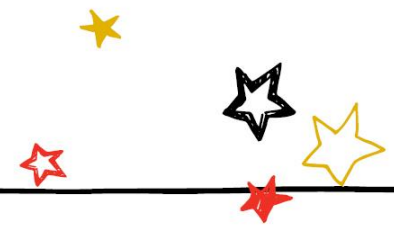
# Adjusting Messages to fit SCORE principles

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1. Use the SCORE handout to critique 'Arrival Information'.
2. Make suggestions for improvements.

# Reflections and Action Plans

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Share something you learnt  
in this workshop



Choose one skill, knowledge  
or attitude you would like to  
work on and make a plan for  
how you will do this.

