

(inclusion)  
= DIVERSITY + ENGAGEMENT

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# Center for Intercultural Education

## Main Idea – Intercultural Competence

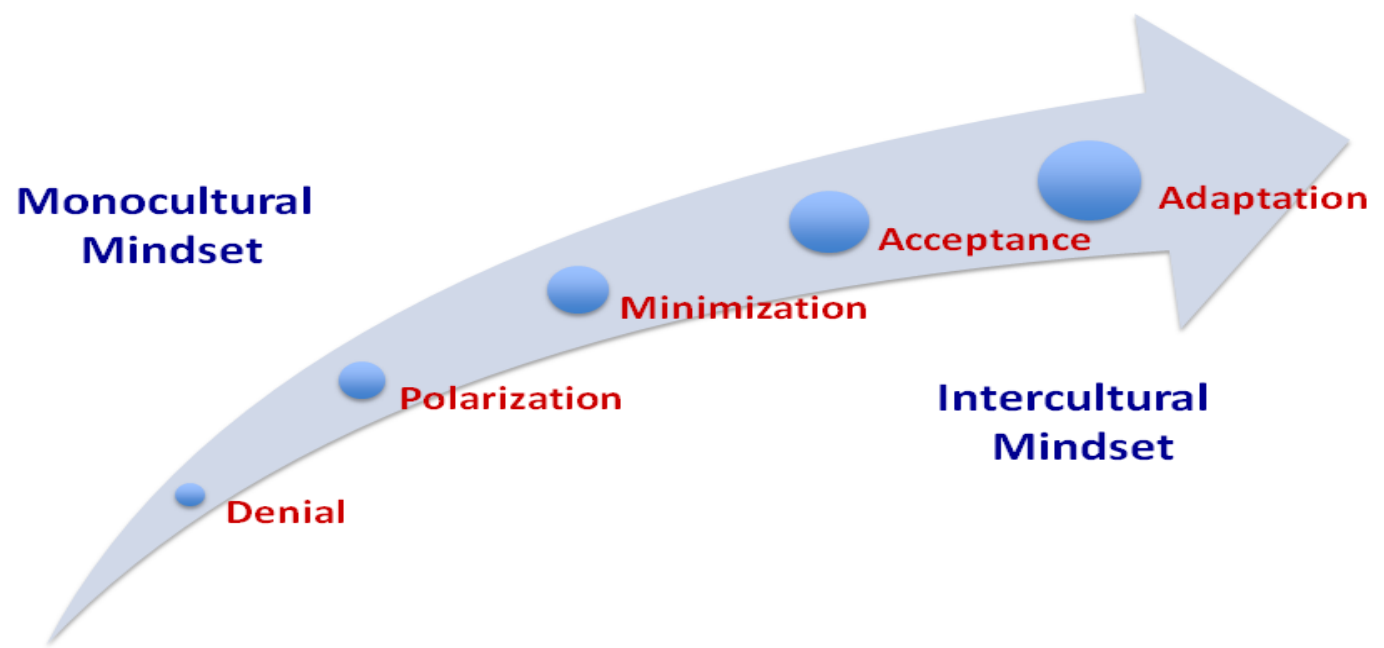
**Enhances outcomes for diverse teams, organizations and communities by developing an individual and group capacity(s) to negotiate, navigate and resolve challenges arising from engaging diverse worldviews.**

## Definition

**Is the appropriate and effective management of interaction between people, who represent different orientations to the world (norms from nationality, race, ethnicity, religion, region,...).**

# Intercultural Competence

## Intercultural Development Continuum



(Bennett)

Developmental Approach

# Intercultural Competence

## Developmental Approach Implications:

- 1. Work with competence (capacity in action) to engage diverse worldviews**
- 2. Work with people where they are on the intercultural continuum to expand their capacity to engage with diverse others.**
- 3. Empower people to manage challenges and access benefits of engaging with diverse people/worldviews.**

# Intercultural Competence For Inclusion

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**Developmental Approach – Changing Our Normal**



# Navigating the Interview

## Emerging Practice:

Using intercultural lenses to talk about fit for a job candidate

## Insights:

**Identify expectations and communication behaviors that potentially inform bias within the job interview.**

**Use intercultural processes to make explicit impressions and perceptions of job candidates.**



# Adapting Workplace Communication

## Emerging Practice:

Share unwritten rules (the culture in communication) to inform choices in language use related to achieving goals.

## Insight:

**Supporting both English and non-native English speakers to apply and adapt communication patterns promotes enhanced understanding across diverse worldviews.**



# Some things Up! Model

## Emerging Practice:

Applying a mindful process model to understand your own perspective and the perspective of others, grows capacity to engage with diverse others.

## Insights:

**Judgements of others occurs as a natural consequence of our embedded norms.**

**Intercultural competence can shift programmed reactions to informed responses using processes to confront our norms and the norms of others.**