



Distance Opportunities for
Interpreter Training Center

Study Guide

INTR 312

Intercultural Communication

Fall 2006

Distance Opportunities for Interpreter Training Center (DO IT Center), University of Northern Colorado

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Course Overview

Purpose

The purpose of this course is to explore identity, community and interpreting in a cultural context. You will examine definitions of culture and how identity and cultural orientation contribute to conflict/contact in cross-cultural situations.

Impact

In the US, interpreters will be working with diverse groups of people in diverse settings. Having a clear understanding of, and appreciation for, intercultural communication and co-cultures will enhance an interpreter's ability to adapt smoothly to the event in which s/he is interpreting.

Objectives

By the end of this course, you will be able to:

- Define culture as place, ancestry and people, art and artifact, psychology and as worldview.
- Identify and discuss borderland cultures and apply this concept to the Deaf Community.
- Discuss cross-cultural influence on discourse and on interpreted events.
- Identify cultural artifacts from one's own culture.
- Classify features of high and low context culture and language, including values and discourse patterns of each.
- Create and analyze critical incidents arising from cross-cultural communication and discuss alternative explanations and apply conflict management concepts to the discussion.
- Apply effective cross-cultural conflict resolution principles to a variety of cross-cultural critical incidents.
- Create, implement and analyze a class activity that fosters awareness and sensitivity to intercultural communication and culture(s) other than one's own.
- Compare/contrast majority and minority cultures—they do this within the workbook so you can add it if you want.

REQUIRED TEXT/READINGS

Textbooks

1. Mindess, A. (1999). *Reading Between the Signs*. Yarmouth, ME: Intercultural Press.
2. Mindess, A. (2004). *Reading Between the Signs-Student Workbook*. Yarmouth, ME: Intercultural Press.
3. Samovar, L.A. and Porter, R.E. (2000). *Intercultural Communication: A reader*. Belmont, CA: Wadsworth Publishing Company.

Readings

1. Cokely, D. (2001). Interpreting culturally rich realities: research implications for successful interpretations. In D. Watson (Ed.), *Journal of Interpretation, 2001*, pp. 1-45.

Additional Recommended Texts:

- Brounstein, M. (2001). *Communicating effectively for dummies: A reference for the rest of us*. NY: Wiley Publishing, Inc.
- DuBrin, A. (1999). *Human Relations: Career and personal success* (5th Ed.). Upper Saddle River, NJ: Prentice Hall.
- Hindle, T. (1998). *Negotiating Skills*. NY: DK Publishing
- Tucker, M., McCarthy, A., & Benton, D. (2002). *The human challenge: Managing yourself and others in organizations* (7th Ed.). Upper Saddle River, NJ: Prentice Hall.

Course Preview

During this course you will discuss the impact of your own cultural values, beliefs, and attitudes on interpersonal and cross-cultural contact and communication. You will analyze how these impact the interpreted event by considering communication situations that occur cross-culturally and you will reflect on possible solutions.

Lesson Outlines

Lesson 1 Approaches to Intercultural Communication

In this lesson you will examine various characteristics of culture and consider:

- Culture as place
- Culture as ancestry and people
- Culture as art and artifact
- Culture as politics and ideology
- Culture as psychology
- Culture as worldview

Lesson 2 Cultural organization and analysis

- Co-cultures versus majority/minority cultures
- Borderland culture
- Analysis of your own culture
- Analysis of cultures other than your own
- Analysis of Deaf Culture

Lesson 3 Defining and Describing Cultural Identity

- Views of the individual as unique or exemplar
- Views of the group as collectivist or individualistic
- High and low context culture and language
- Concepts of Self
 - Personal history (education, family structure, etc.)
 - Personal values
 - Personal beliefs
 - Cultural perspective
 - Religious perspective
 - Philosophical perspective
 - Stereotypes, prejudices and biases
 - Comparing and contrasting self with others

Lesson 4 Cross Cultural Issues

Identity and World View

Levels at which all cultures differ

- **time**
- **space**
- **communication norms**
- **values**
- **beliefs**
- **humor**
- **privacy/information exchange**

Critical incidents

- **definition**
- **analysis**
- **reflection**

Lesson 5 Conflict and conflict resolution

Defining conflict and conflict resolution

- **current theories and perspectives**
- **definitions from different disciplines**

Sources/causes of conflict

- **various models**
- **emotions involved in conflict**
- **causes and effects**
- **functional and dysfunctional aspects**

Conflict resolution

- **general principles**
- **role of assertiveness**
- **role of negotiation**
- **individual styles and applications**



Lesson 6 Case study analysis




Cross-cultural case studies


- **analysis**
- **reflection**

Course Roadmap

Use this as your “map” while traveling on your distance learning journey. All the information you need to complete the course is here in one location. Use the last column to check off each item as you complete it. Icons in the roadmap are used to indicate activities/assignments worth points for grading and non-web activities (readings, videotapes, etc.) Dates before or next to any activity indicate specific dates for that item.

Points	Dates	Activities		Done!
	8/28		Online Introduction: Post an introduction in the online discussion addressing your goals in this class and how it fits into your professional plans/aspirations.	<input type="checkbox"/>
Lesson 1 – Culture: Definition and Characteristics				
	8/29	1.1	Read: <i>Intercultural Communication</i> , Chapter 1 (5 articles, pp. 6-39)	<input type="checkbox"/>
	9/5	1.2	Read: <i>Reading Between the Signs</i> , Chapter 1-2	
	9/12	1.3	Complete Workbook Activities: Read pp. 1-7 and do activities on pp. 9-11	
	9/14	1.4	Online Discussion: Post responses to two (2) thought questions, and respond to at least two (2) of your peers.	<input type="checkbox"/>
Lesson 2- Cultural organization and analysis				
	9/17	2.1	Read: <i>Intercultural Communication</i> , Chapter 2 (5 articles, pp. 49-97).	<input type="checkbox"/>
	9/20	2.2	Read: <i>Reading Between the Signs</i> , Chapter 3-4	<input type="checkbox"/>
	9/26	2.3	Complete Workbook Activities: pp. 13-20.	<input type="checkbox"/>
			Assignment 2: Begin this assignment for submission later in the term.	<input type="checkbox"/>
	9/28	2.4	Online Discussion: Post responses to two (2) thought questions, and respond to at least two (2) of your peers.	<input type="checkbox"/>

Points	Dates		Activities	Done!
Lesson 3- Defining and Describing Cultural Identity				
	10/4	3.1	Read: <i>Intercultural Communication</i> , Chapter 3 (5 articles, pp. 98-148).	<input type="checkbox"/>
	10/8	3.2	Read: <i>Reading Between the Signs</i> , Chapter 5-6	
	10/12	3.3	Complete Workbook Activities: pp. 67-83.	
	10/15	3.4	Online Discussion: Post responses to two (2) thought questions, and respond to at least two (2) of your peers.	<input type="checkbox"/>
			Assignment 2: Continue creating this assignment for submission later in the term.	<input type="checkbox"/>
Lesson 4 - Cross Cultural Issues				
	10/17	4.1	Read: <i>Intercultural Communication</i> , Chapter 4, (5 articles, pp. 149-197).	<input type="checkbox"/>
	10/22	4.2	Read: <i>Reading Between the Signs</i> , Chapter 8-11	
	10/25	4.3	Complete Workbook Activities: pp. 21-28.	
	10/29	4.4	Internet or Library Search: Investigate conflict resolution styles and share findings with peers assigned to work with you for Assignment 4.	
	10/31	4.5	Online Discussion: Post responses to two (2) thought questions, and respond to at least two (2) of your peers.	<input type="checkbox"/>
Lesson 5 - Conflict and Conflict Resolution				
	11/6		Assignment 2: Submit Journal and Artifact Assignment for Grading	<input type="checkbox"/>
	11/8	5.1	Read: <i>Intercultural Communication</i> , Chapter 4, pp. 198-208 and Chapter 5, (3 articles, pp. 209-221, 250-274).	
	11/11	5.2	Read: <i>Reading Between the Signs</i> , Chapter 13 and Afterword.	
	11/14	5.3	Complete Workbook Activities: pp. 29-48.	

Points	Dates	Activities		Done!
	11/16	5.4	Online Discussion: Post responses to two (2) thought questions, and respond to at least two (2) of your peers.	<input type="checkbox"/>
	11/21		Assignment 3: Submit Conflict Resolution Style paper for grading	
Lesson 6 - Case Study Analysis				
	11/27	6.1	Read: <i>Intercultural Communication</i> , Chapter 7 (1 article, pp. 366-377).	<input type="checkbox"/>
	11/29	6.2	Complete Workbook Activities: pp. 49-64.	
	12/1-12/12		Assignment 4: Small Group Presentations and Facilitated Discussions Group 1 Presentation: December 1-4 Group 2 Presentation: December 5-8 Group 3 Presentation: December 9-12	
	12/15		All groups submit reflection papers by: 12/15	
	12/15		All groups submit evaluation of one small group presentation by: 12/15	
	12/13-12/14	6.3	Online Discussion: Post responses to two (2) thought questions, and respond to at least two (2) of your peers.	
	12/15		Complete online course evaluation.	<input type="checkbox"/>
End of Semester			Congratulations!	<input type="checkbox"/>

Assignments

Assignment Overview

	Description	Pts	Due Date
Assignment 1	Online Discussions: Generate 10 original responses to study questions relating to the course readings and workbook activities. Respond to at least 10 postings by online peers. Additional postings are encouraged to foster the greatest degree of learning and participation possible. However, only 10 original and 10 response postings will be graded.	20	On going
Assignment 2	Journal and Cultural Artifacts: Create journal responses/short essays in response to questions about various readings to demonstrate your understanding and appreciation of culture, cultural identity and cross cultural communication. Develop a presentation of cultural artifacts that best represent your own cultural orientation.	20	11/6
Assignment 3	Resolution Style Paper: Complete a referenced paper that analyzes your own conflict resolution style. Locate and read a text or article that identifies the major resolution styles, summarize each style and then discuss the application of the styles to at least three personal situations where cross cultural conflict arose. Discuss the styles in terms of your own behavior and that of the others in the event. Reflect on what might have happened if other resolution styles were used and how the situations might be more satisfactorily resolved.	25	11/21
Assignment 4	<p>Collaborative Assignment: Each group of students will prepare:</p> <ul style="list-style-type: none"> ▪ Three written scenarios of critical incidents using one or several conflict resolution techniques they identify from course readings and research. ▪ PowerPoint Presentation for online presentation that addresses a description of the three scenarios, related conflict, source of conflict, applicable conflict resolution technique. ▪ Student-led discussion regarding the presentation. ▪ Group Process reflective analysis. ▪ Peer review of one class presentation conducted by another peer group. 	35	12/1-12/15

Course Summary

Conclusion

During this course you have been introduced to the characteristics of culture as a foundation for analyzing your own and other cultures, including Deaf culture. You have defined and described cultural identity and examined your own values, beliefs and perspectives. You have explored cross cultural issues, causes of conflict and conflict resolution. And finally, you applied your new level of understanding about culture to several cross cultural case studies.

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