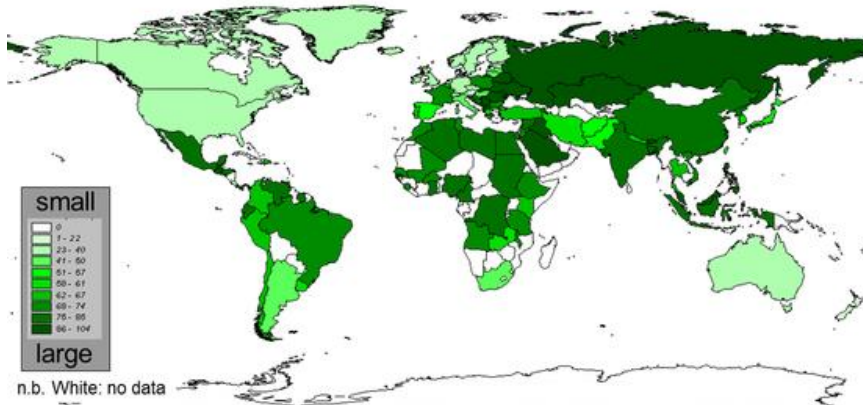


# Intercultural skills: well-being, teaching and learning

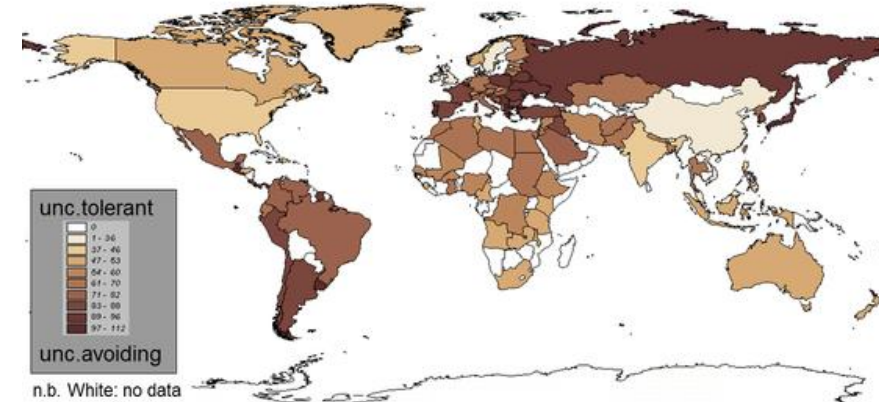


# Global diversity of values and orientations

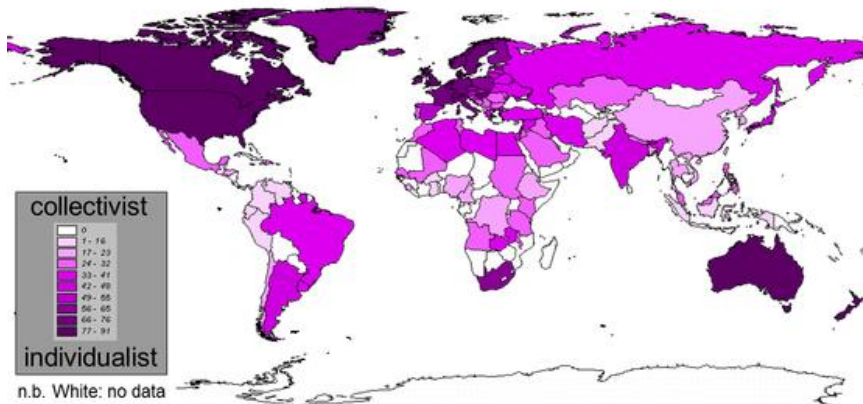
Power Distance World map



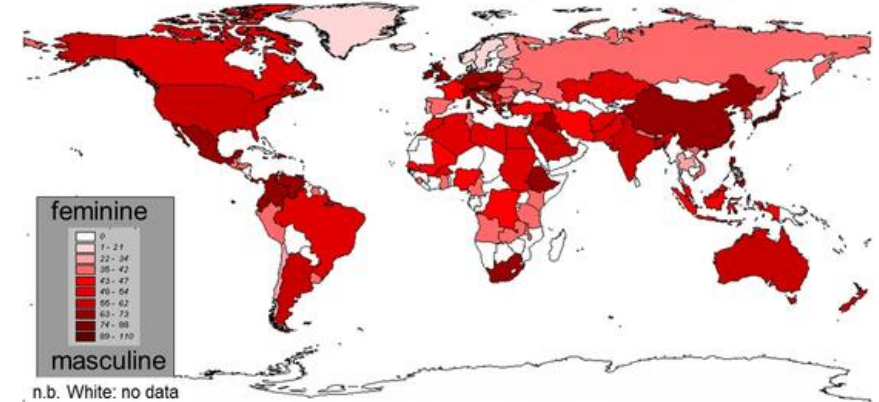
Uncertainty Avoidance World map



Collectivism – Individualism World map



Femininity - Masculinity World map



## Diversity manifests in behavioural norms and communication codes

The accordance of status, and its influence

Discussion and decision-making processes

Work styles and procedures

Teaching and learning approaches

Communication styles and protocols

Politeness codes

Collaboration and group work

**Groups work well in all cultures, but they may work in different ways, and notions of 'a successful group' may vary**

# Diversity in a single institution



Different behavioural and communication styles



potential for misunderstanding / miscommunication

previously successful behaviours no longer work

affects success of teaching and learning

affects well-being: stress, frustration, confusion, inclusion

# Intercultural Competencies

**knowledge**

**skills**

**attitudes**

“getting on with, working with and learning with diverse cultures” (HEA)

supporting personal and professional efficacy & sense of personal agency

The Global People Competency Set (University of Warwick) – 21 competencies e.g.:

## KNOWLEDGE & IDEAS

Information gathering

New thinking

## RELATIONSHIPS

Rapport building

Contextual sensitivity

## PERSONAL QUALITIES & DISPOSITIONS

Self-awareness

Flexibility

## COMMUNICATION

Language adjustment

Active listening

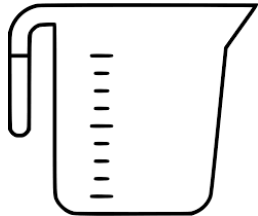
# UAL Intercultural and Communication Training

12 workshops developing intercultural mindset and specific competencies

e.g. **Cultural Awareness and Intercultural Competencies (CAIC)**

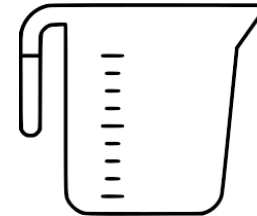
**Evidence-based reflection, evaluation & development**

Where I am

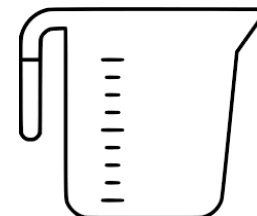
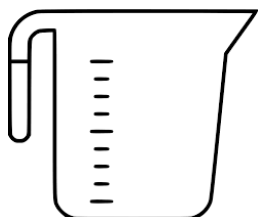


**Spirit of adventure**

Where I could be



**Active listening**



# Interaction mindfulness

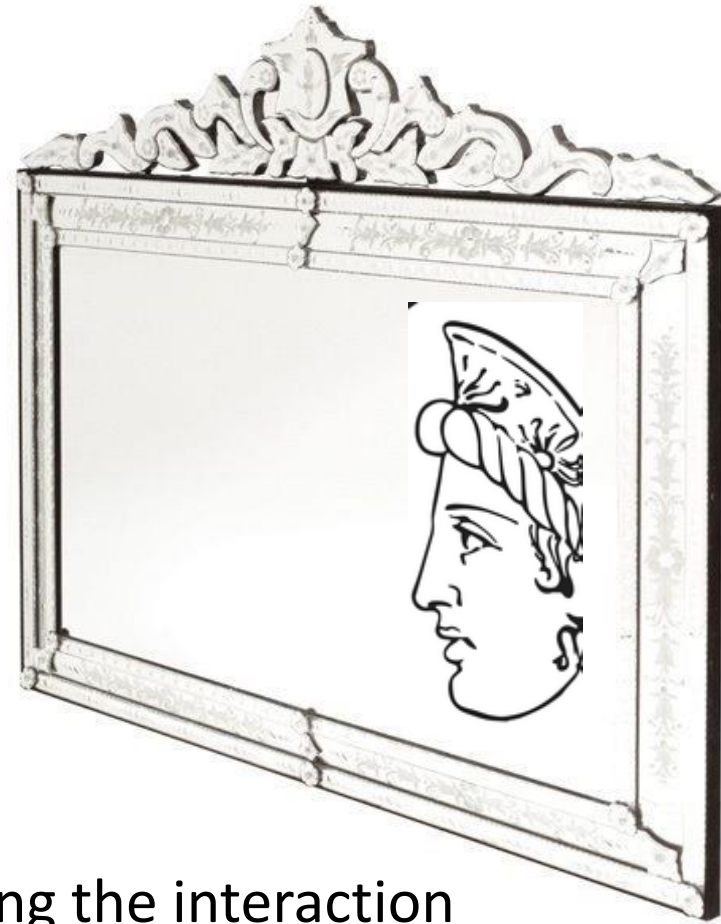
Mindful communicators are...

**fully aware of their own systems of thinking, reacting and experiencing,**

and

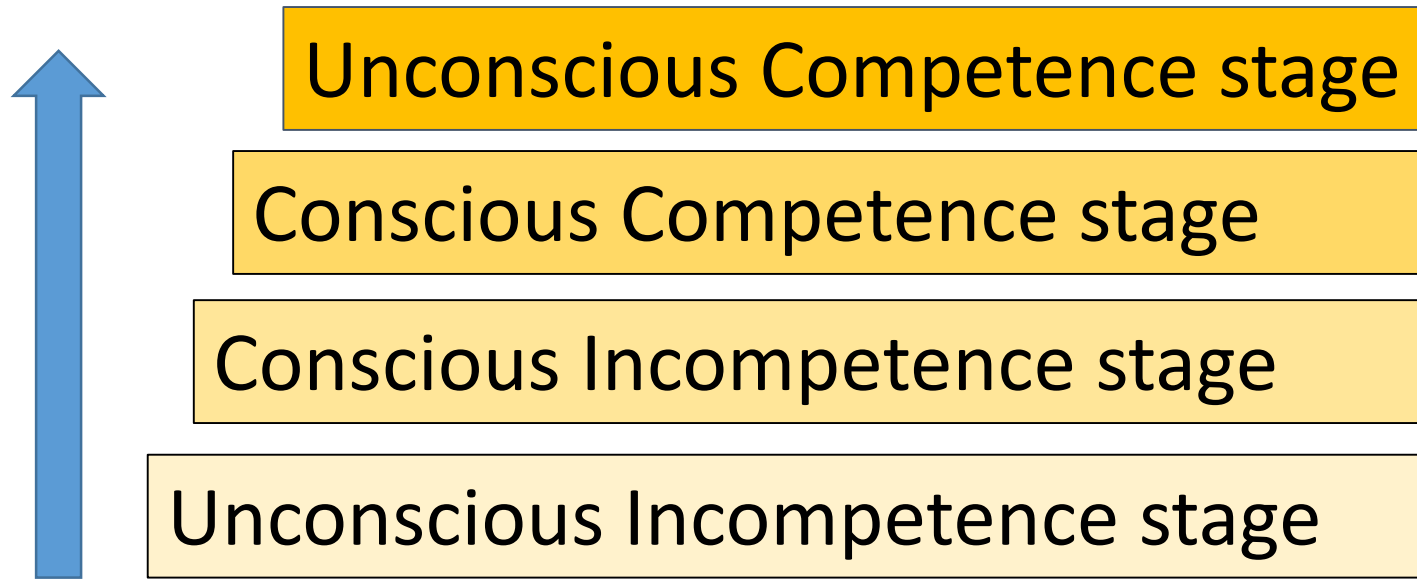
**simultaneously attending to the systems of thinking, feelings and behaviours of their interaction partners.**

conscious of own and partner's  
communication and behaviours



actively negotiating and managing the interaction





**lifelong personal and professional development**

You can find all of our training sessions on staff intranet CANVAS:

<https://canvas.arts.ac.uk/sites/working-at-ual/SitePage/45349/intercultural-and-communication-training-ict>

Book direct as a work-team, or via iTrent ESS as an individual

Our most popular sessions:

- CAIC: Cultural awareness and intercultural competencies
  - ICS: Intercultural communication skills
  - CAE: Clear and accessible English
  - SAPIC: Supporting active participation in class
  - NPT: Name pronunciation training
  - UI: Understanding IELTS
  - CHESC: Confucian-heritage education and social cultures
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