



THE
Intercultural
Communication
I N S T I T U T E

Exploring Online Tools For Assessing Intercultural Learning and Development

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Greetings!



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The Intercultural Communication Institute



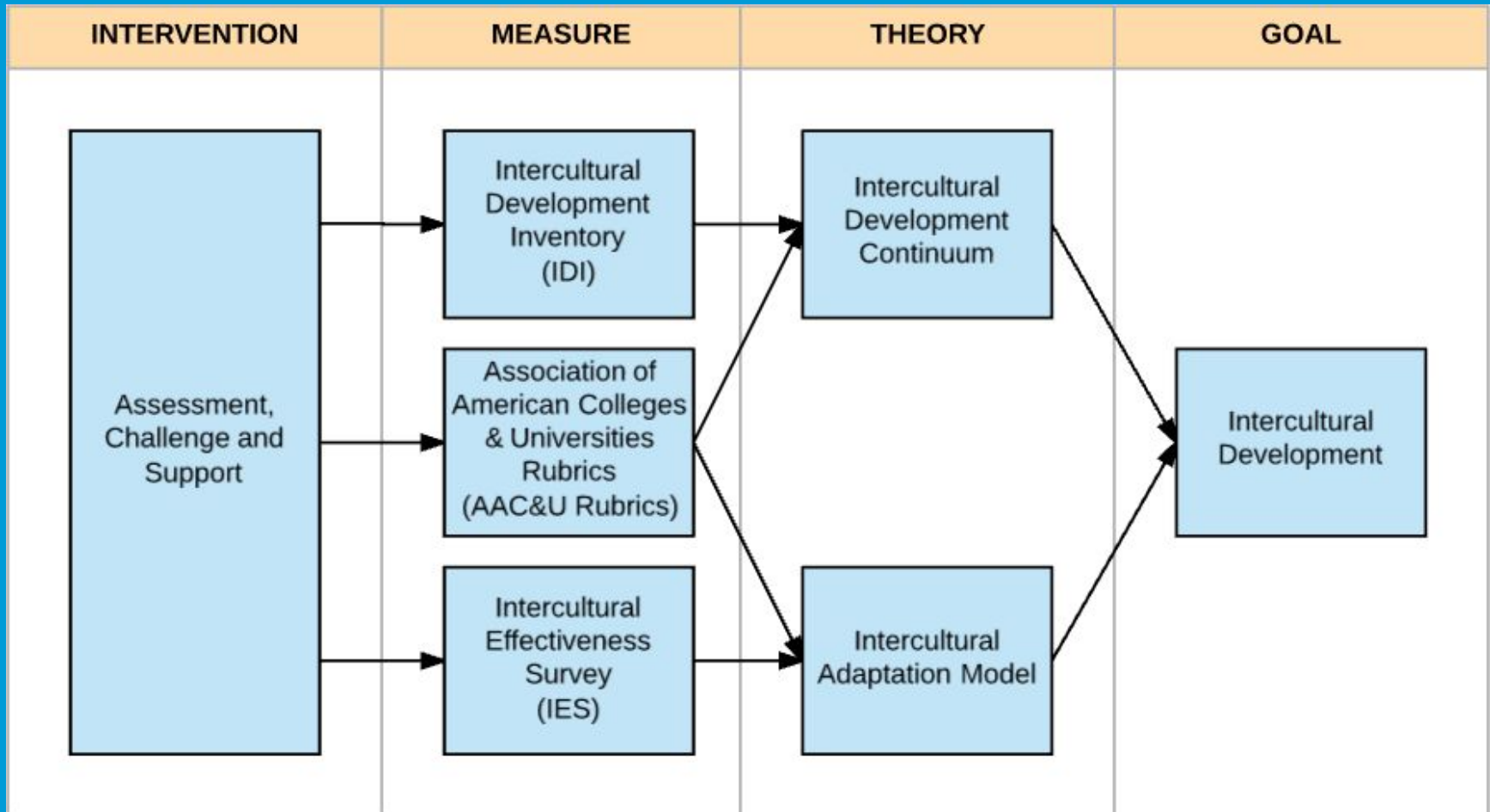
**FOR ADDITIONAL
RESOURCES:**

<http://bit.ly/2iHK98L>

SPECTRUM ICEBREAKER

AGENDA

Start Here



WHAT IS INTERCULTURAL DEVELOPMENT

What is Intercultural Development?

“The ability to communicate *effectively* and *appropriately* in a variety of cultural contexts”

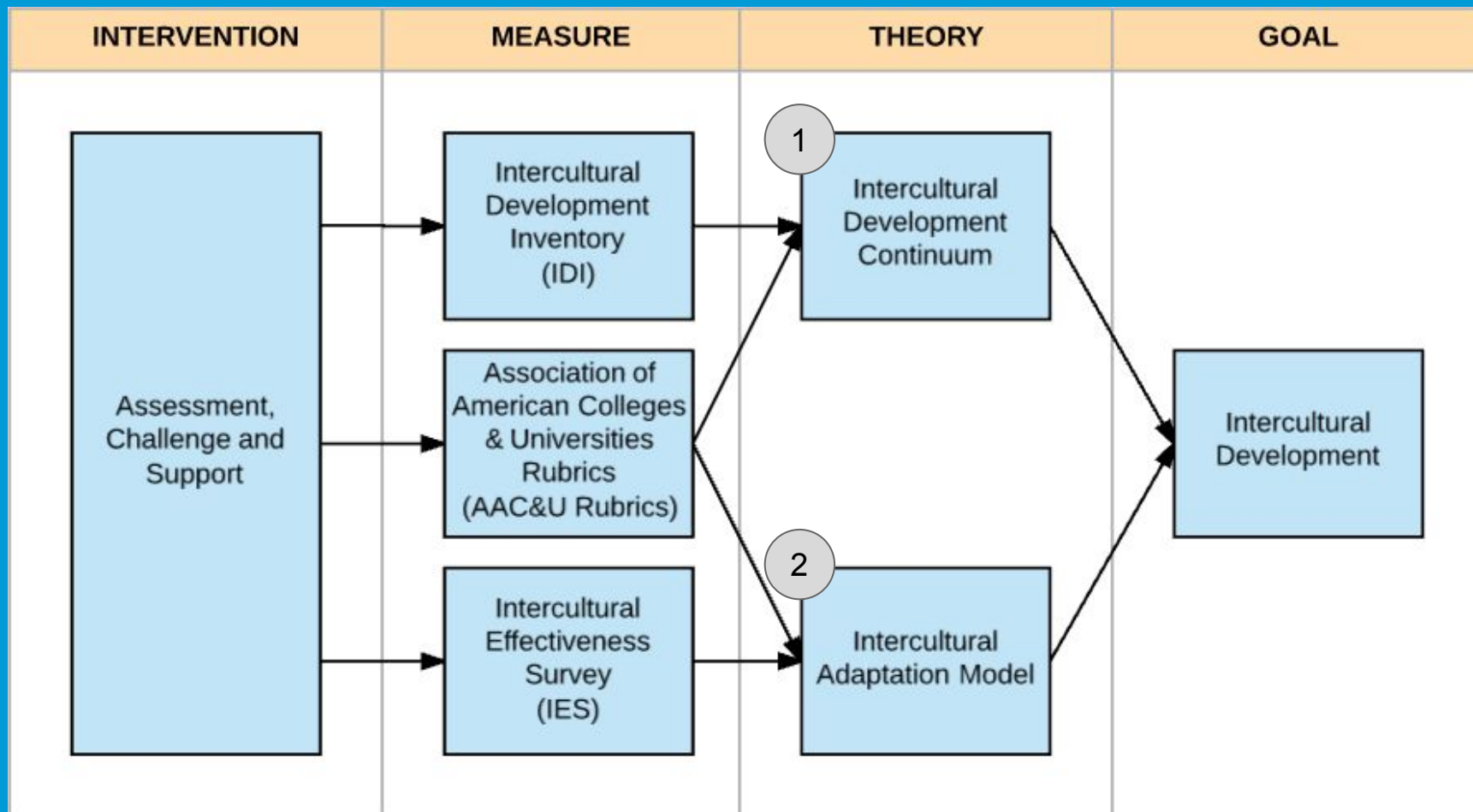
Janet Bennett
Executive Director
Intercultural Communications Institute

**WHY DOES
INTERCULTURAL
DEVELOPMENT
MATTER?**

Why Does Intercultural Development Matter?

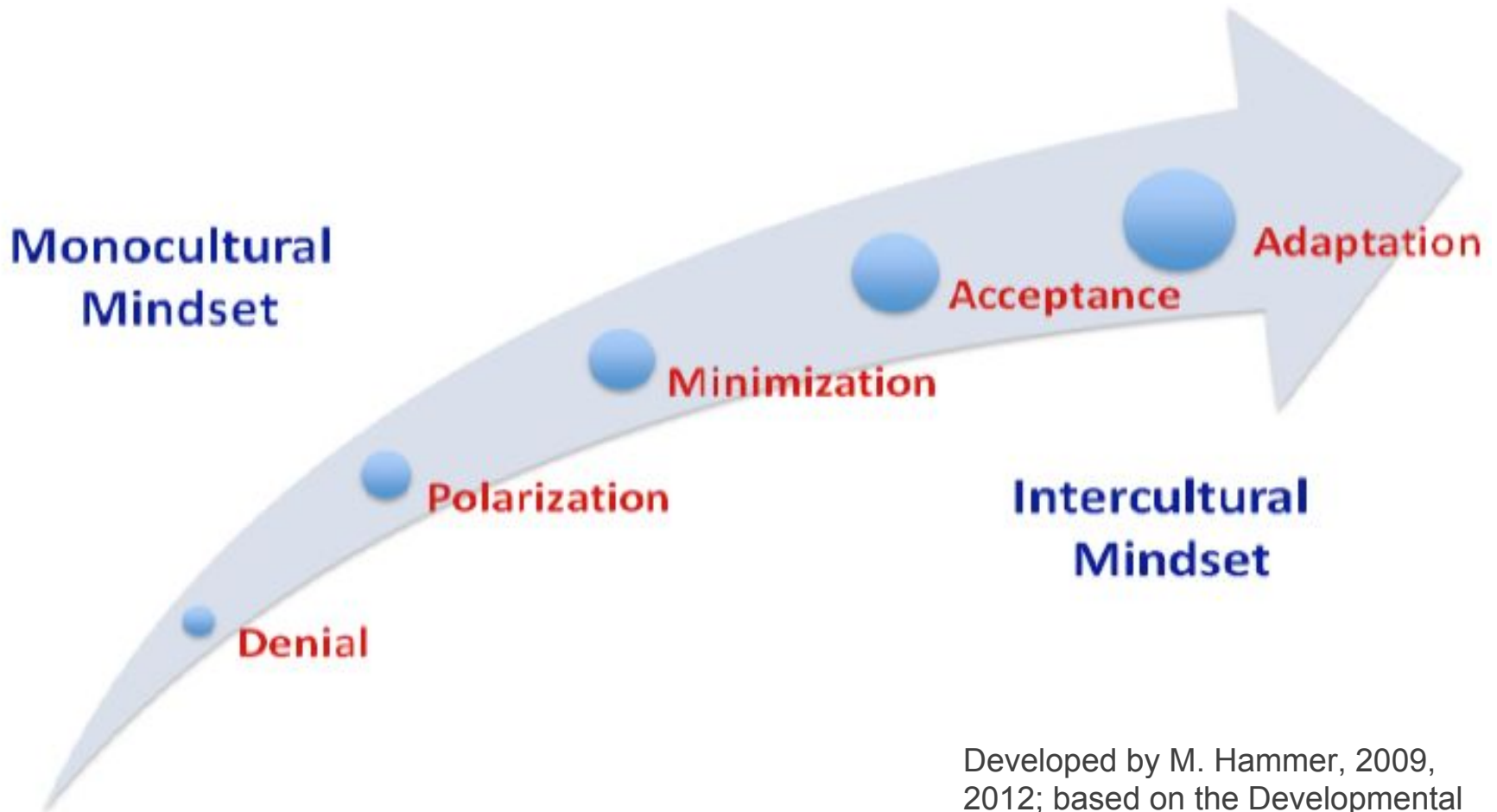


AGENDA



THE INTERCULTURAL DEVELOPMENT CONTINUUM

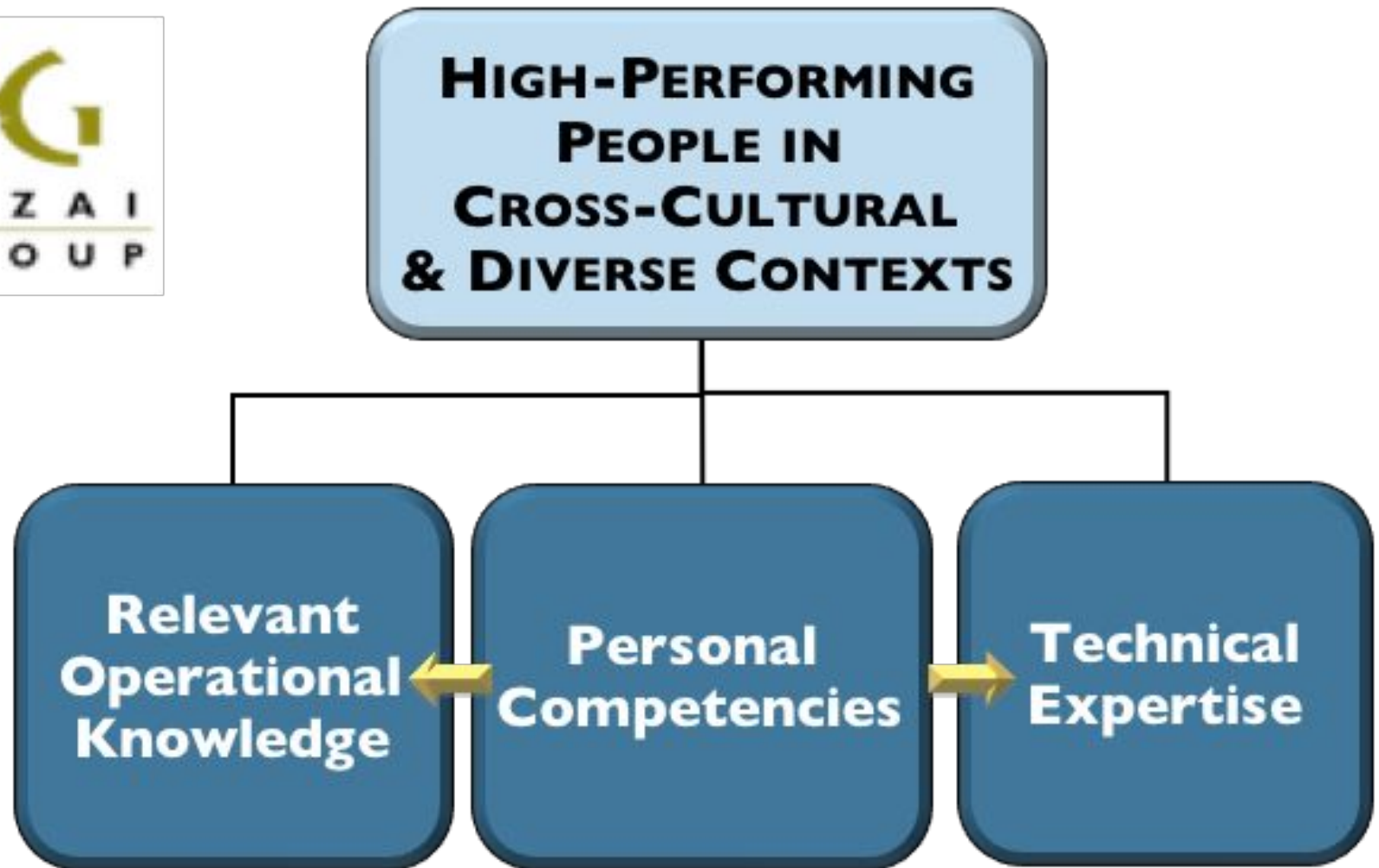
The Intercultural Development Continuum



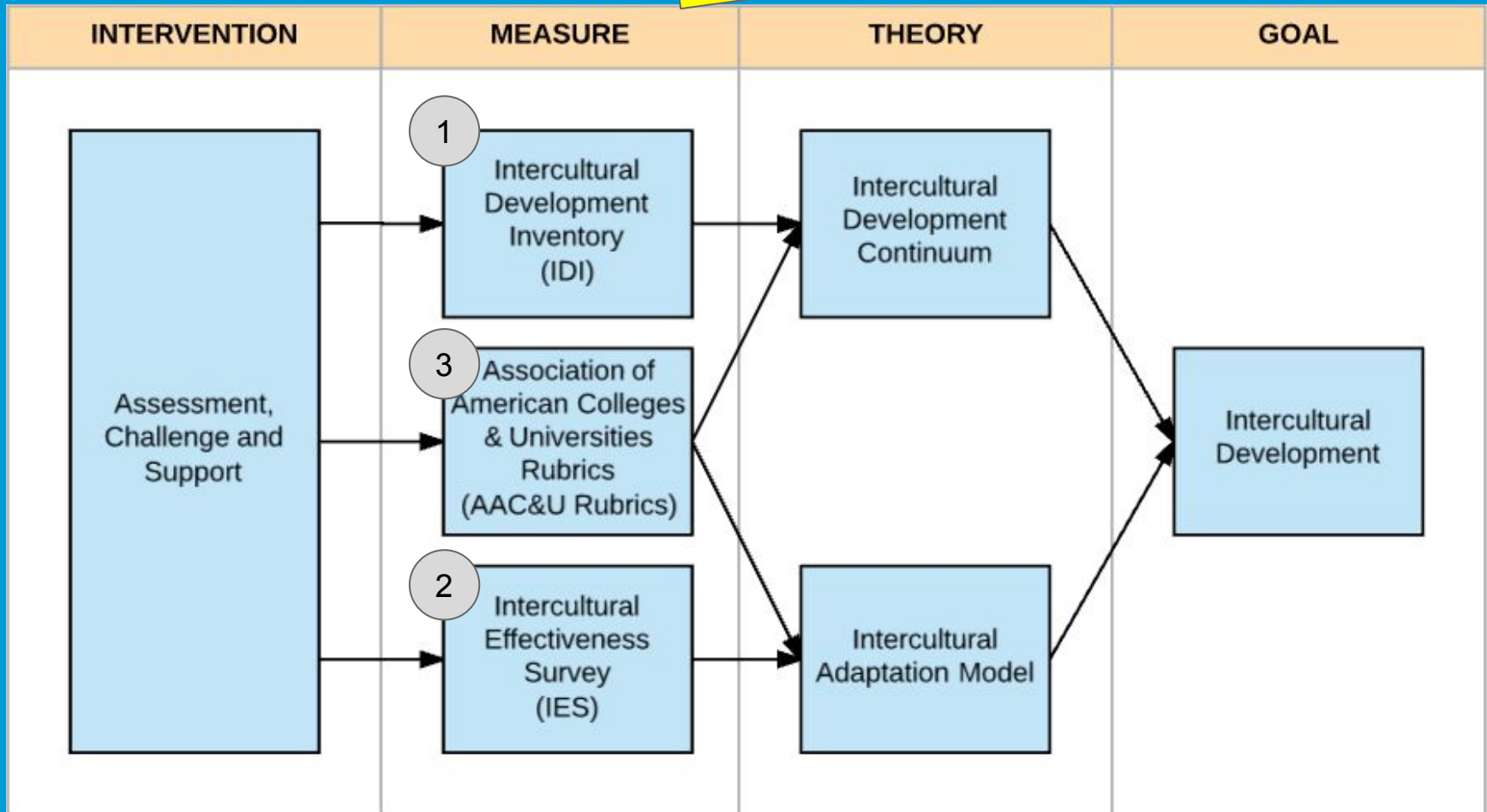
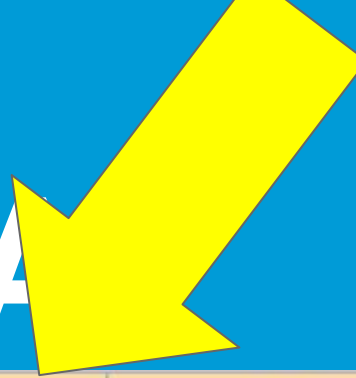
Developed by M. Hammer, 2009, 2012; based on the Developmental Model of Intercultural Sensitivity by M. Bennett 1986, 1993

THE INTERCULTURAL ADAPTATION MODEL

The Intercultural Adaptation Model

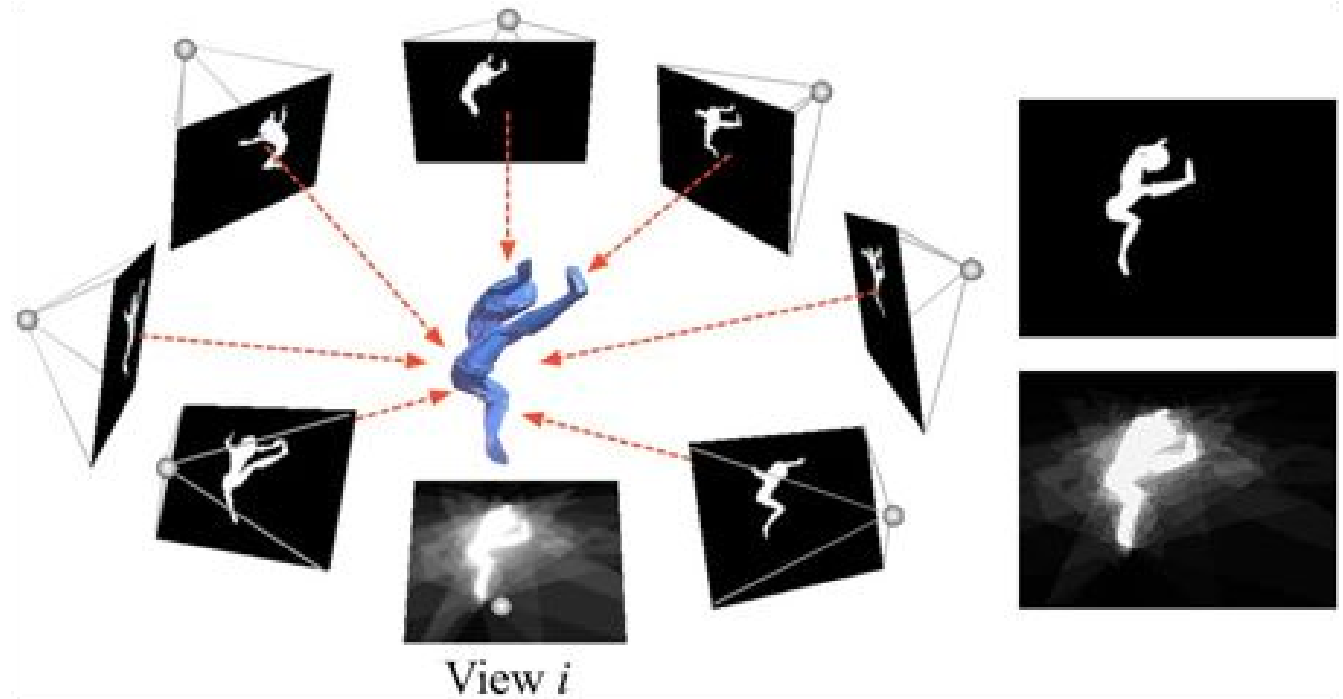


AGENDA



Measuring Intercultural Competence

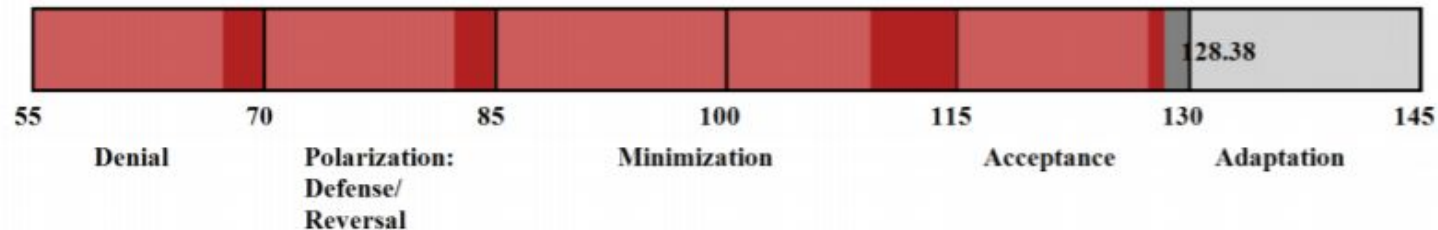
Multiple Measures



THE INTERCULTURAL DEVELOPMENT INVENTORY

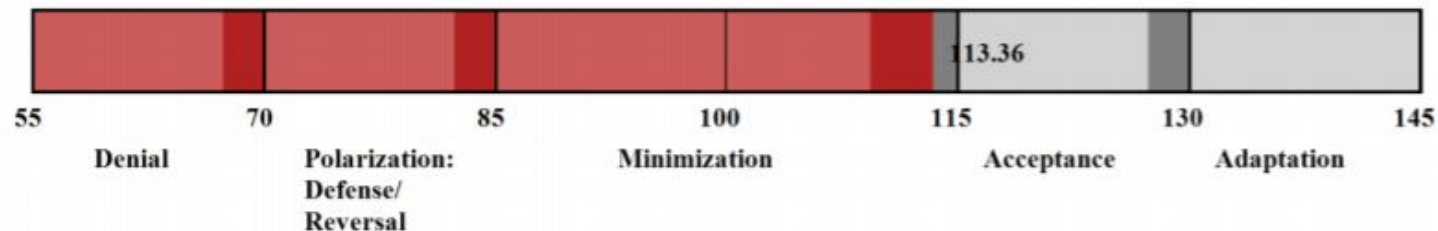
The Intercultural Development Inventory

Perceived Orientation (PO)



Your **Perceived Orientation Score** indicates that you rate your own capability in understanding and appropriately adapting to cultural differences at the Cusp of Adaptation, reflecting a relatively early capability to deeply understand, shift cultural perspective, and adapt behavior across cultural differences and commonalities.

Developmental Orientation (DO)



Your **Developmental Orientation Score** indicates that your primary orientation toward cultural differences is at the Cusp of Acceptance, reflecting a relatively early orientation that recognizes and appreciates patterns of cultural difference in one's own and other cultures in values, perceptions and behaviors.

The Intercultural Development Inventory

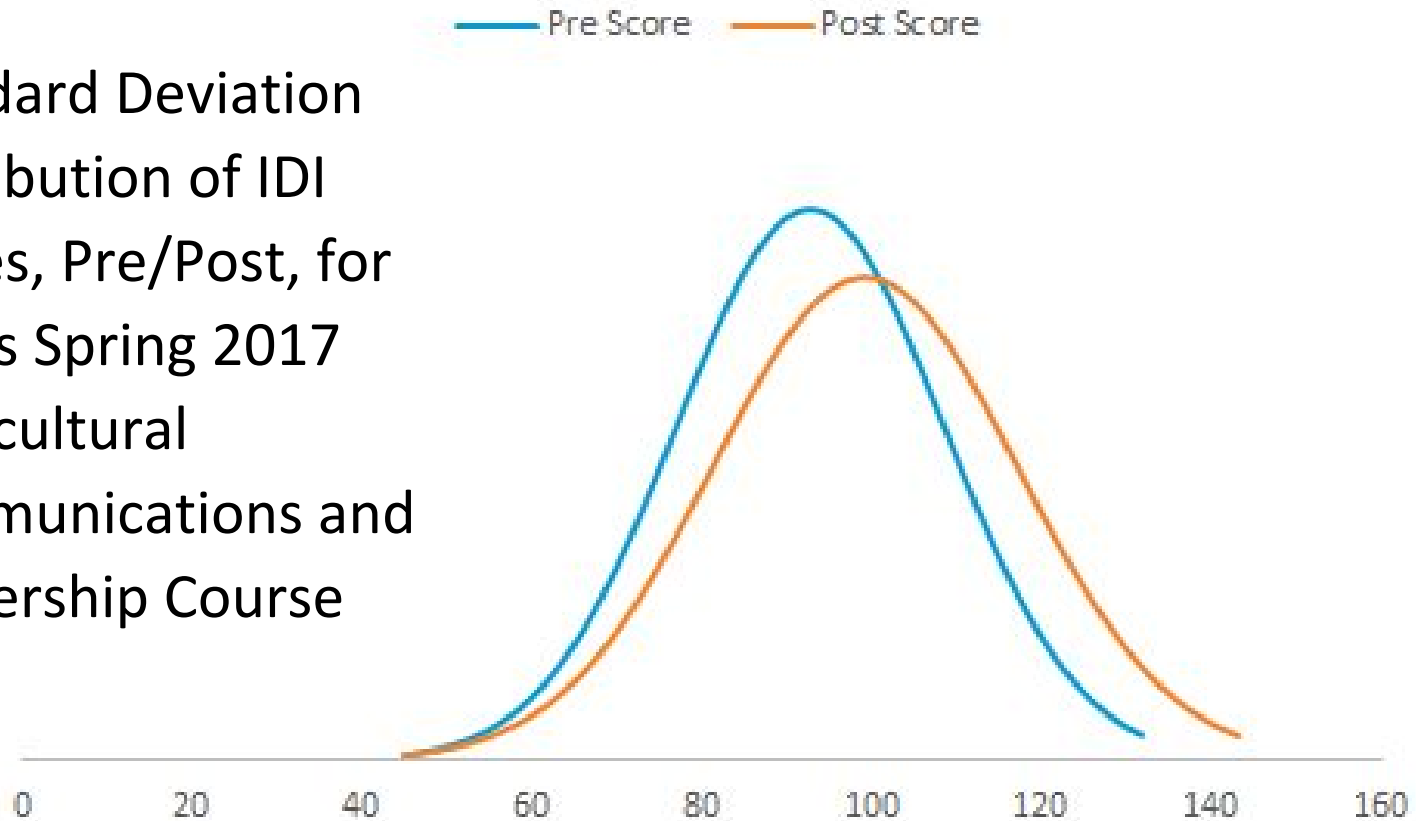


Process Based - Mapping the Journey



1min Case Study

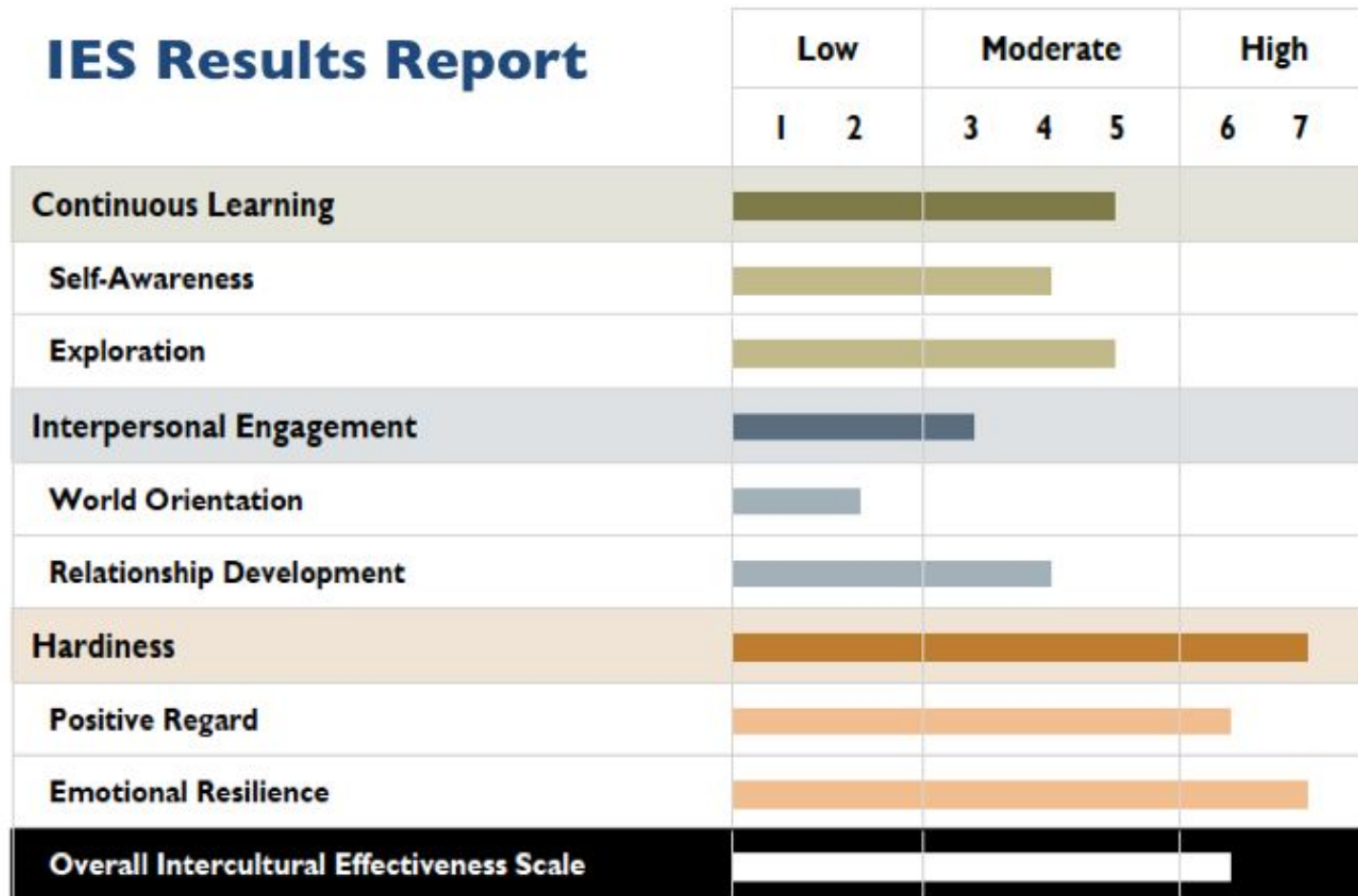
Standard Deviation
Distribution of IDI
scores, Pre/Post, for
CIEE's Spring 2017
Intercultural
Communications and
Leadership Course



	IDI Mean	MIN	MAX	Std Dev
PRE	92.86	45.75	131.86	15.76
POST	99.15	45.82	142.72	17.93

THE INTERCULTURAL EFFECTIVENESS SCALE

Intercultural Effectiveness Scale



The Intercultural Effectiveness Scale



Competency Based - Preparation for Journey



1min Case Study



THE AAC&U RUBRIC

Intercultural Knowledge & Competence Rubric



Knowledge

Cultural self-awareness
Knowledge of cultural worldview frameworks

Skills

Empathy
Verbal and nonverbal communication

Attitudes

Curiosity
Openness

AAC&U Rubric



AAC&U Rubric



NEEDS TO IMPROVE

The restaurant was either closed by Public Health – Seattle & King County within the last year or the restaurant needed multiple return inspections to fix food safety practices.



OKAY

The restaurant has had: **MANY** red critical violations over the last four inspections.



GOOD

The restaurant has had: **SOME** red critical violations over the last four inspections.



EXCELLENT

The restaurant has had: **NO** or **FEW** red critical violations over the last four inspections.

1min Case Study



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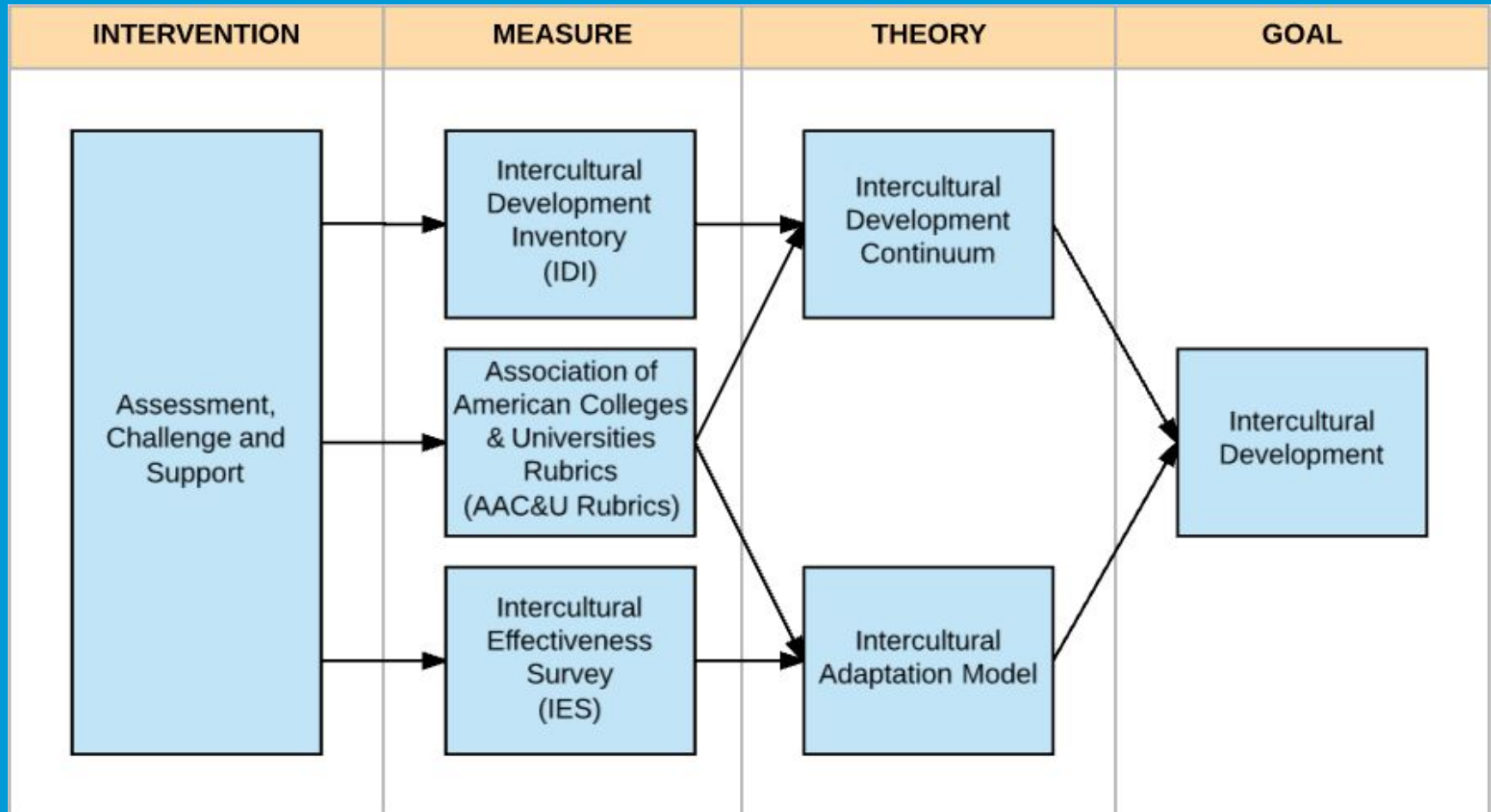
Activities and Assignments

The following six assignments introduce students to a developmental model of intercultural knowledge and competency as designed in the Association of American Colleges & Universities [Intercultural Knowledge and Competence VALUE Rubric](#).

Students will describe their own culture, compare, and contrast it to other cultures including history, values, communication styles, economy, beliefs, and practices. They will explore the attitudes, knowledge, and skills necessary to communicate and interact effectively and appropriately with diverse persons from different cultures and various backgrounds.

- [Knowledge of Cultural Worldview Frameworks Assignment \(.pdf\)](#)
- [Attitude of Intercultural Openness Assignment \(.pdf\)](#)
- [Skills of Intercultural Verbal and Nonverbal Communication Assignment \(.pdf\)](#)
- [Attitude of Intercultural Curiosity Assignment \(.pdf\)](#)
- [Skill of Intercultural Empathy Assignment \(.pdf\)](#)
- [Knowledge of Cultural Self-awareness Assignment \(.pdf\)](#)

AGENDA

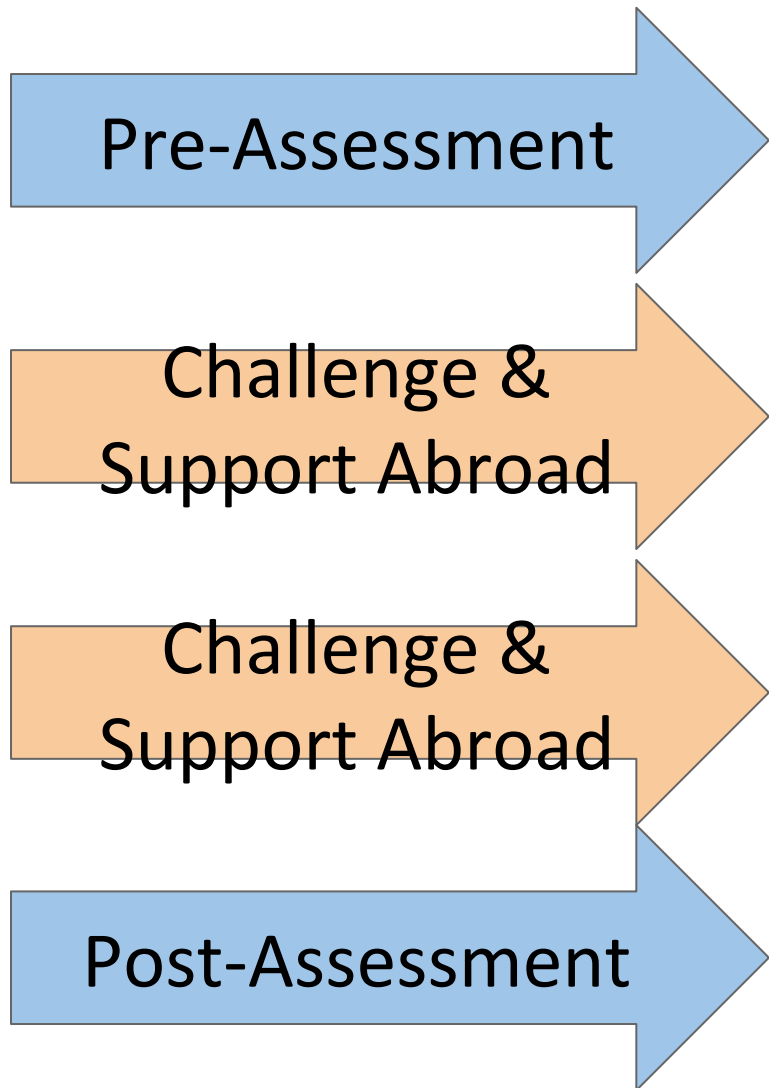


Three levers to promote intercultural development

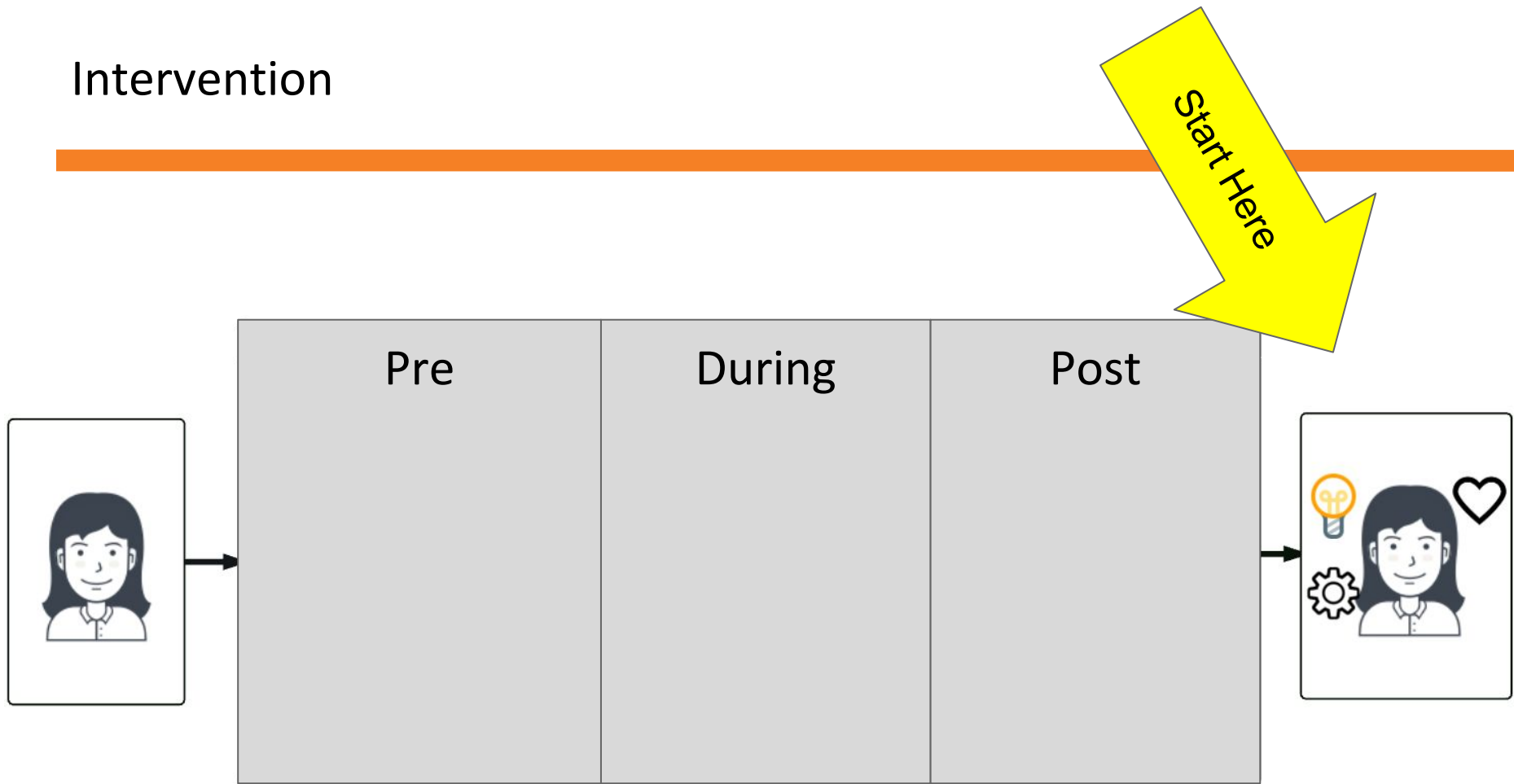


Developed by the Center
for Creative Leadership

Intervention



Intervention



Your Turn

Carousel Graffiti

- Why assess cultural competency?
- How do you or how might you do it?
- What if there weren't resource limits?



Q&A

Thank You!

“There is wisdom in turning as often as possible from the familiar to the unfamiliar: it keeps the mind nimble, it kills prejudice, and it fosters humor.”



-George Santayana

Philosopher

1863-1952

Thank You!



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