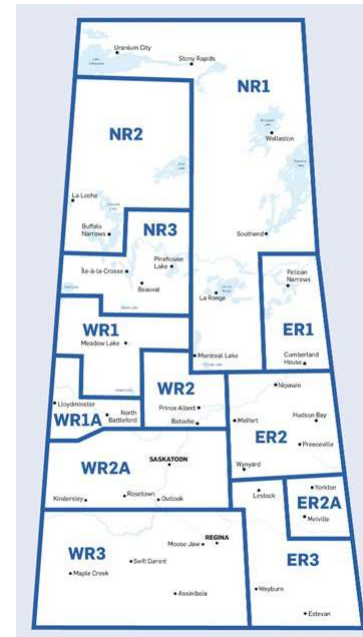
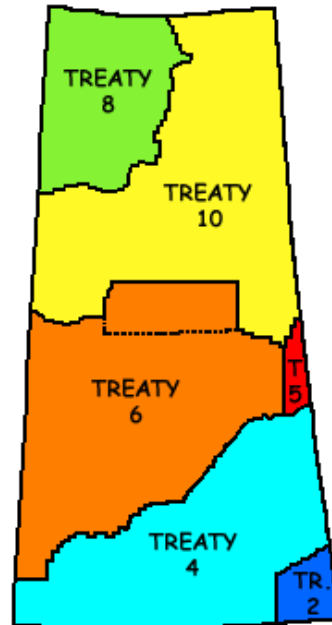


Land Acknowledgment



<https://www.whose.land/en/>



<https://metisnationsk.com/governance/#regions>

For more information to learn about Treaty
[Office of the Treaty Commissioner](#)

Land Acknowledgment & its importance:

https://teaching.usask.ca/curriculum/indigenous_voices/land-acknowledgements/module.php



Intercultural Competency & Communication (Module 2: Part 1)

SAISIA

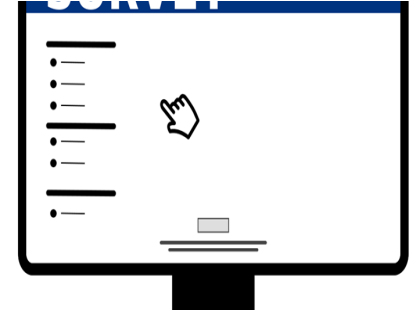
October 29, 2024

Tanjalee Kuhl

MCoS Intercultural & Anti-racism Facilitator



Housekeeping



After the workshop you will receive a copy of the presentation & support docs

After the workshop the Zoom recording will be available

Send your questions via chat & I will answer them at the end

Tell us how we did in the survey

Situating Myself - Context

- Born in Winnipeg, grew up in Manitoba
- Descendant of Dutch, Ukrainian, German Settlers
- She/Her
- 44 years old
- Able Bodied
- Married and a mother of two boys
- Languages - English, Spanish, basic French
- Degree in International Development, Certificates in Intercultural Communication, Qualified Administrator of the IDI
- Musician and music educator, artist, forest/nature school practitioner
- Patchwork quilt of experience, living across Canada, Chicago, New Zealand, many Latin American countries, Spain, Saskatoon



<https://mcos.ca/programs/education/>



Module 1: Embracing Diversity Beyond the Surface



Module 2: Intercultural Communication & Competence



Module 3: Cross-Cultural Engagement in the Community



Forum and Door Display by Shirena Koops

On March 21st, the Multicultural Council of Saskatchewan held a Public Forum on Racism in Fort St. James. I was happy to attend with Chris and his daughter Lily. Chris' late dad was a very good friend of mine as well as someone who taught me many things as I spent time in his home in this valley. There were many high lights to the afternoon, but mostly it was a case of relationship building. I was thankful that my sister, dad, Sister's grandma, killer, James and



Module 4: Equity, Diversity, Inclusion (EDI) with an emphasis on accessibility



Module 5: Recognition & Rejection of Racism



Intercultural Communication & Competence

Oct 29th (Part 1)

- ❖ Explore cultural identity to help us understand self and awareness of others, and to bridge skills
- ❖ Three dimension - mindset, heartset and skillset
- ❖ Cultural Orientations
- ❖ Skills for closing interpersonal gap

Nov 12th (Part 2)

- ❖ Enhance intercultural competence/effective communication
- ❖ Framework to help us work through intercultural misunderstanding and conflict to take informed action

Setting the Tone

- 
- It's a journey
 - Respect differences, be kind to yourself and others
 - Safe space for learning/unlearning
 - Questioning own attitudes & beliefs - Cultural humility
 - Listen & participate with open ears, mind, & heart
 - Lean into the discomfort rather than pushing against it, because that is where learning/unlearning occurs
 - Brief start on a big topic





Mentimeter Question

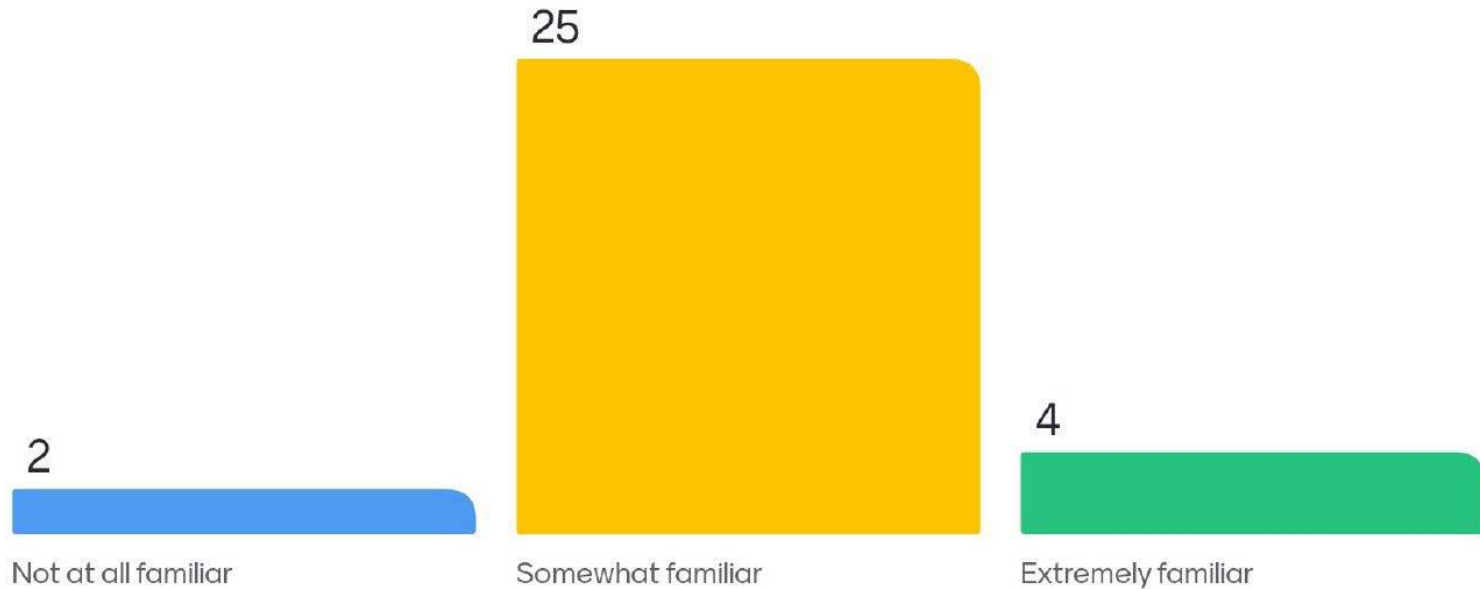
What is one thing you are passionate about?

48 responses



Mentimeter Question

How familiar are you with this topics already?





Intercultural competence

What is Intercultural Competence?

The capability to shift cultural perspective and adapt (bridge) behaviour to cultural commonality and difference



Three Dimensions

Mindset

- **Intercultural awareness** - ability to understand similarities and differences

Heartset

- **Intercultural sensitivity** - emotional desire to acknowledge, appreciate and accept cultural differences

Skillset

- **Intercultural adroitness** - ability to reach communication goals while interacting with people from other cultures

ALL THREE ARE IMPORTANT TO INTERCULTURAL COMPETENCE

Source: Intercultural Communication, Bennett, J.M., 2003

Intercultural Competence Approach

An ongoing process and journey of learning

**Self
Awareness**

Understanding one's
"cultural" self

**Other
Awareness**

Exploring other cultural
norms, values and beliefs

**Bridging
Skills**

Learning to be culturally
adaptive

Source: Mary-Frances Winters, President and founder of The Winters Group, Inc.
<https://idiinventory.com/generalinformation/2/>

Self Awareness

Understanding one's
“cultural” self

Prompts for self reflection...

What are some of your core beliefs and how have they been culturally influenced?

How would you describe your worldview?

How does your own cultural identity impact your interactions with clients or co-workers?



Reflection & Share

Think of a time
when your values
were challenged by
a cultural conflict
at work.

How did you
react?

Share if you
would like



Other Awareness

Exploring other cultural norms,
values and beliefs

Reflection & Share

How do you demonstrate that you value others even if you disagree with their opinions?

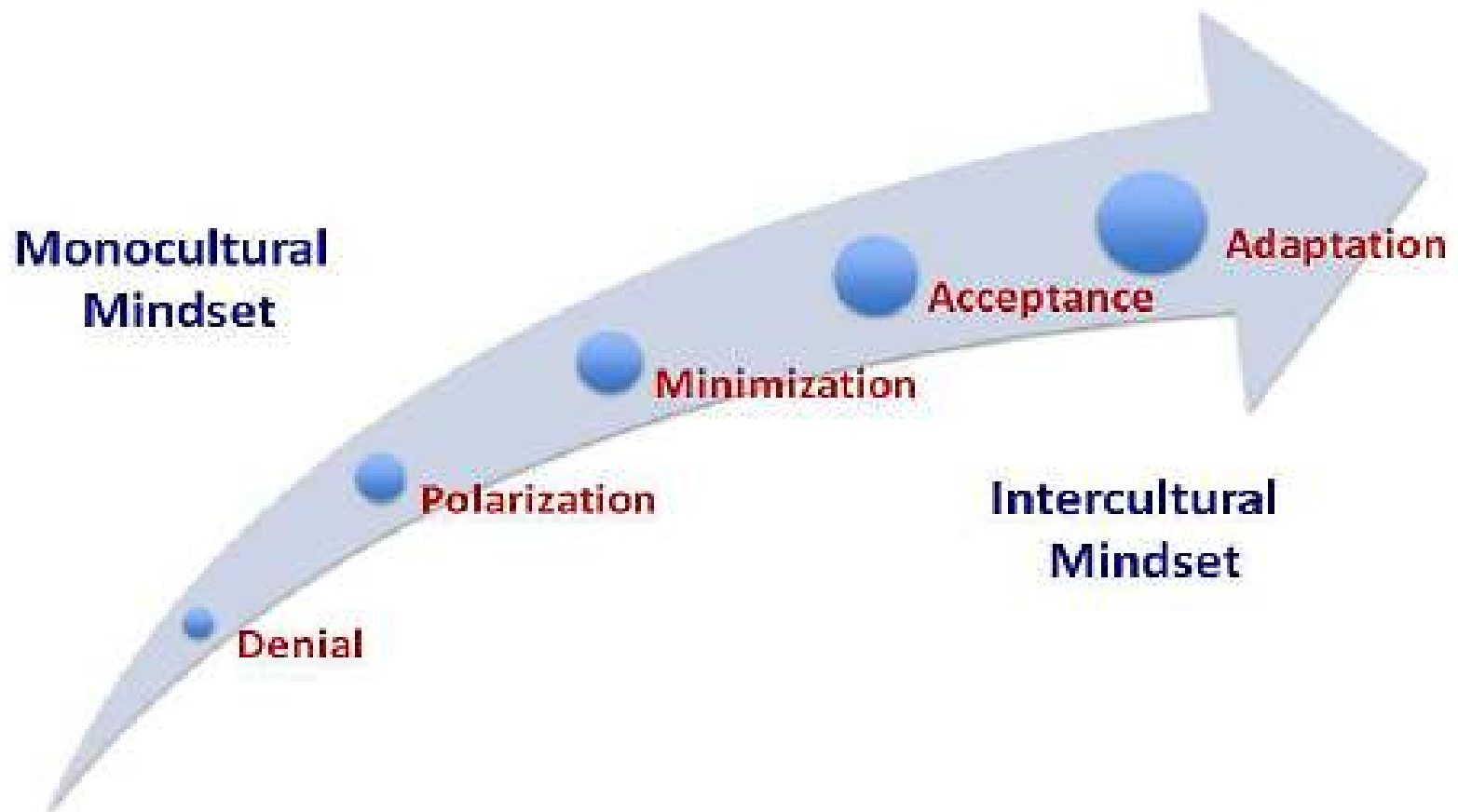
Share if you would like .



Bridging Skills

Learning to be culturally
adaptive

Intercultural Development Continuum



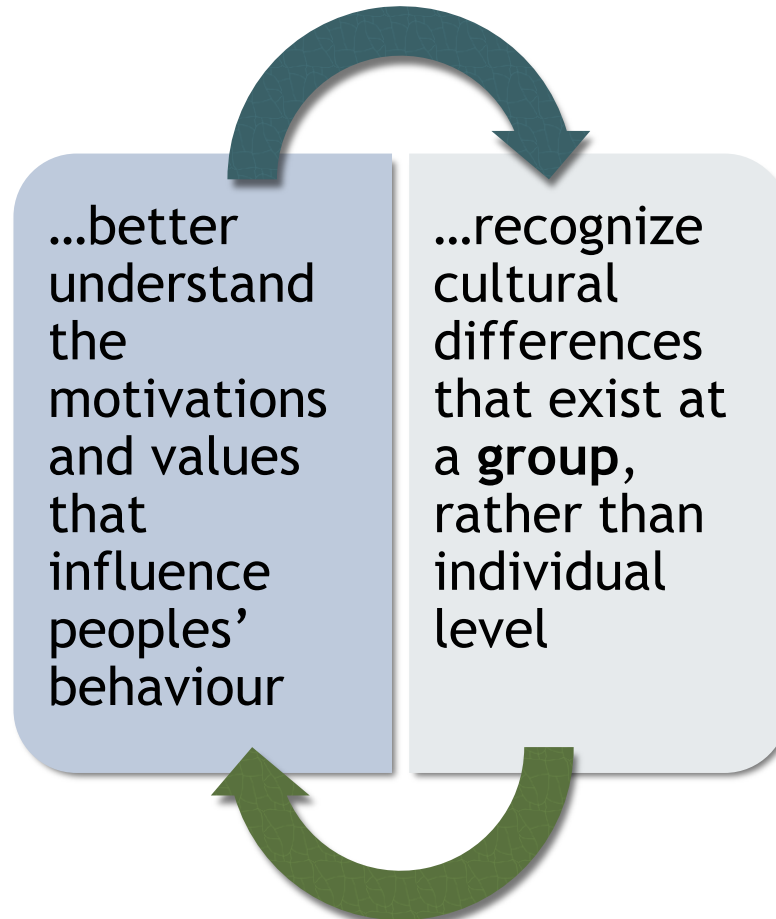
Source: <https://idiinventory.com/products/the-intercultural-development-continuum-idc/>



Cultural Orientation

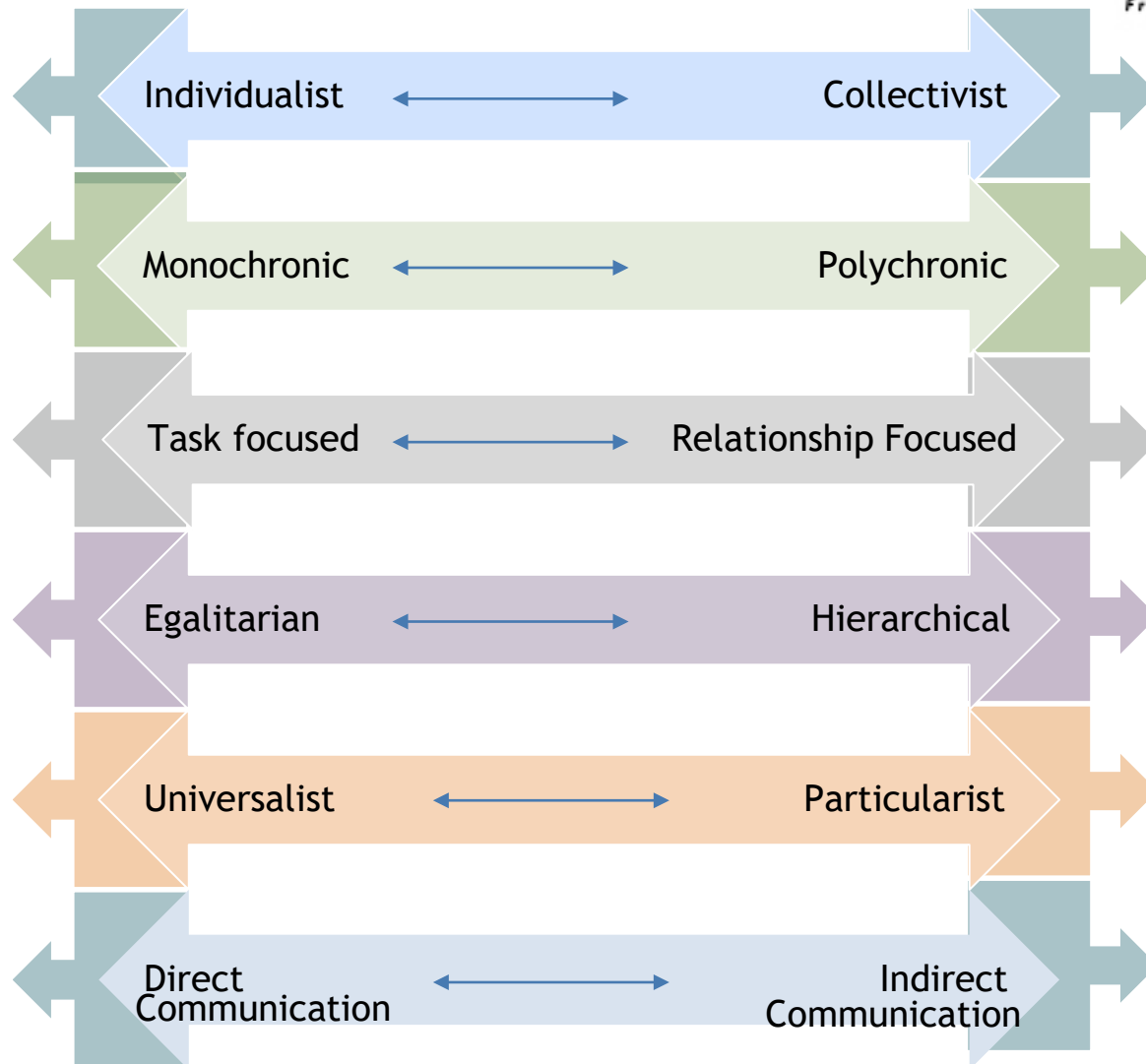
Cultural Orientations

General observational categories which provide clues to:



Source: NorQuest College, Critical Incidents for Intercultural Communication
<https://www.norquest.ca/NorquestCollege/media/pdf/centres/intercultural/CriticalIncidentsBooklet.pdf>

Cultural Orientations

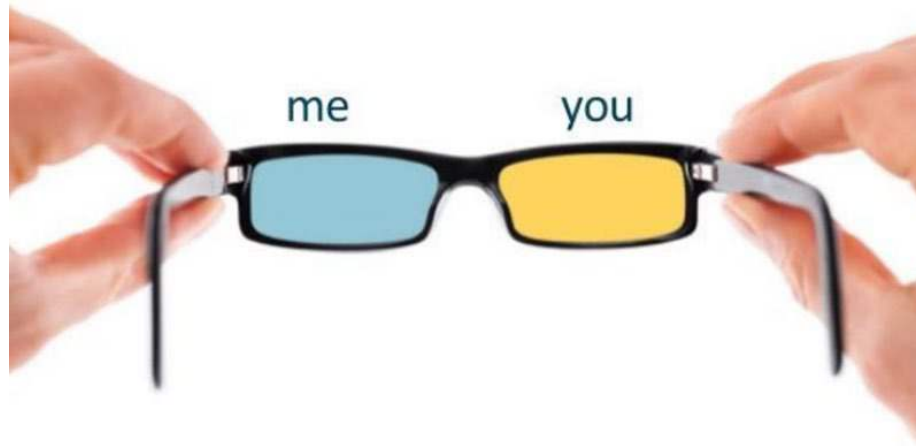


Source: Charleon A. Jeffries (2014) Coordinator, Diversity Education, Affirmative Action Office, Pennsylvania State University.

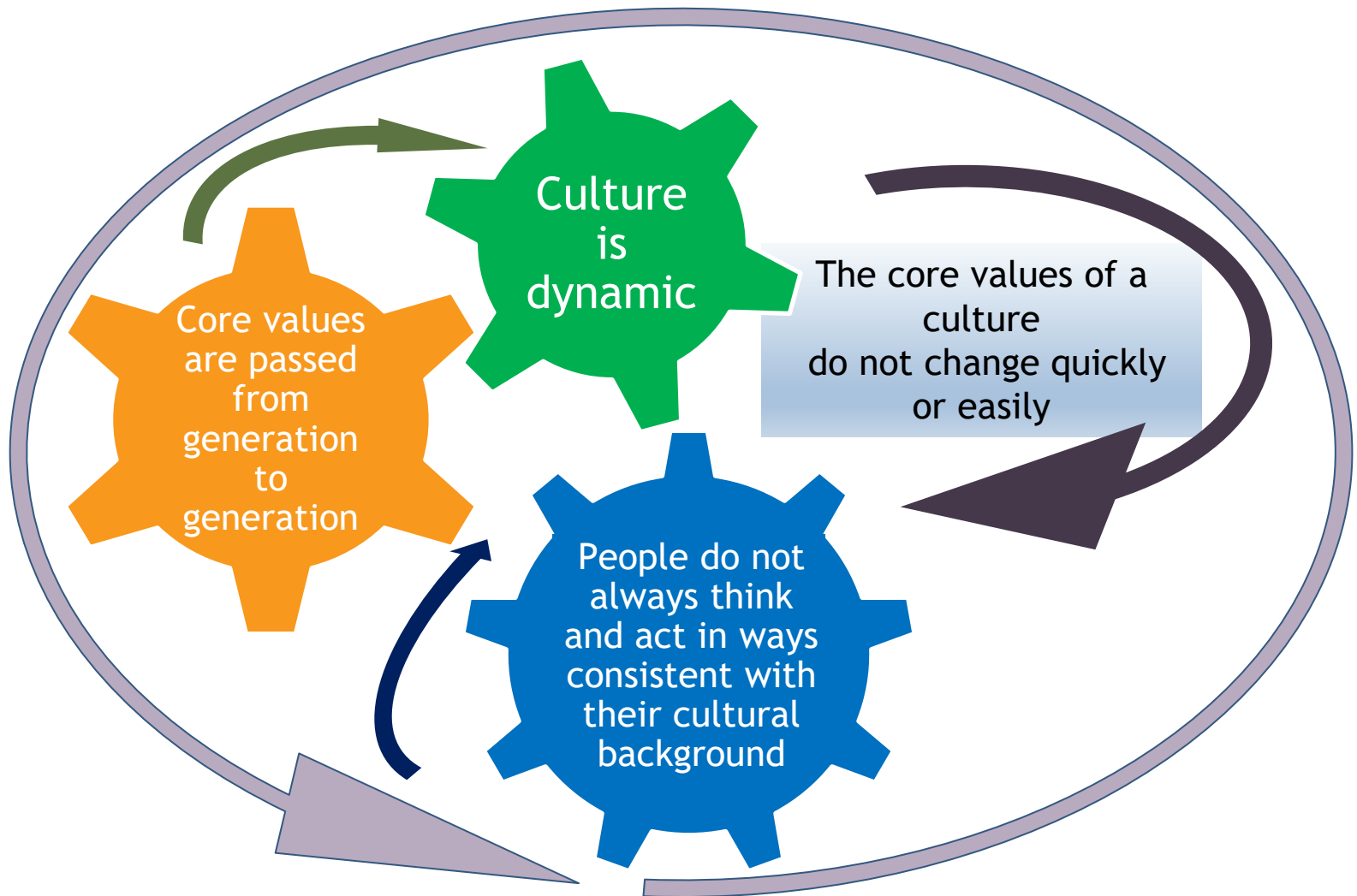
<https://www.norquest.ca/NorquestCollege/media/pdf/centres/intercultural/CriticalIncidentsBooklet.pdf>

Our “Culture Lenses”

Each of us views the world through our own “cultural lenses” created by us through our own personal knowledge and experiences or imposed on us by our community, socialization and the world



Culture and Change



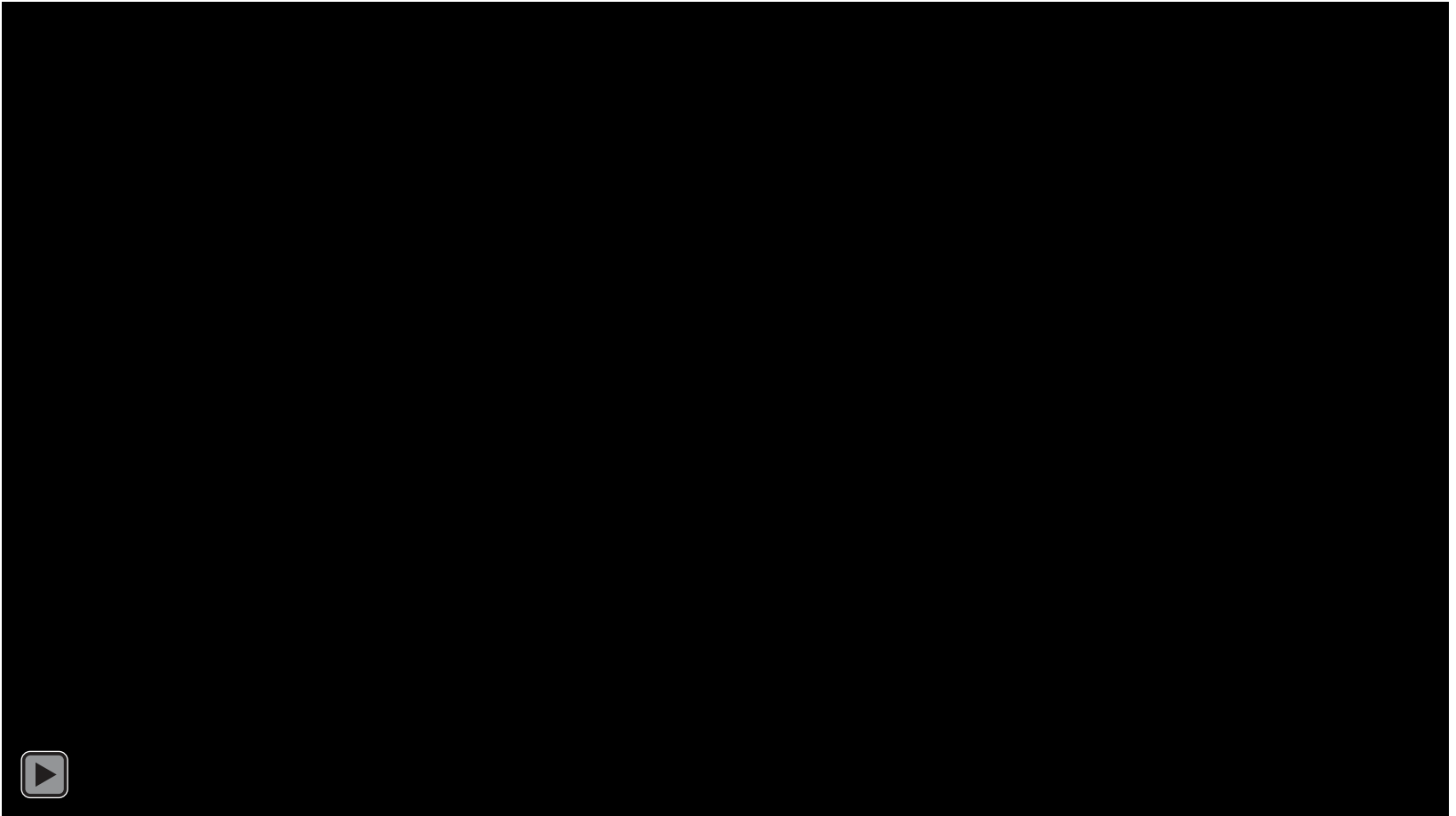
Break





Skills for Closing the Interpersonal Gap

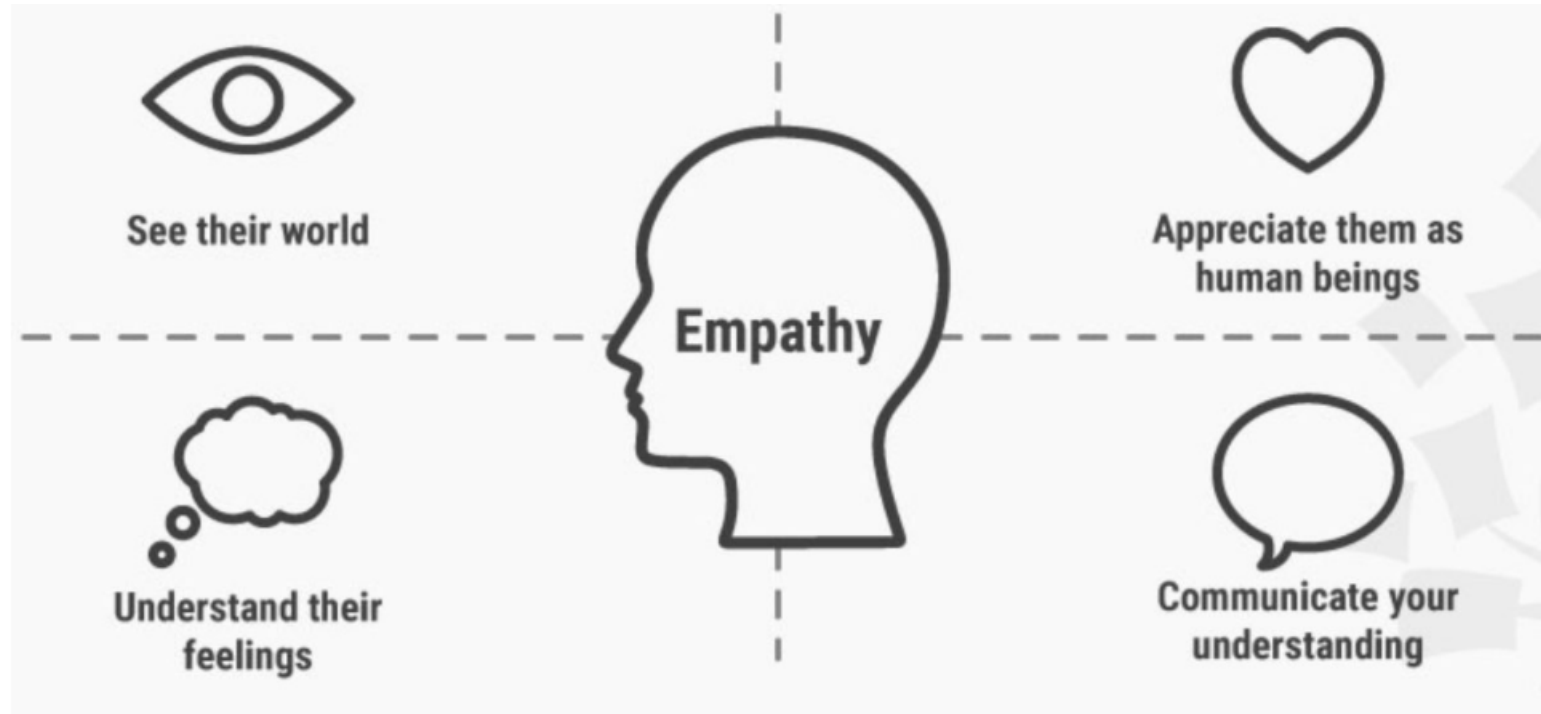
Empathy



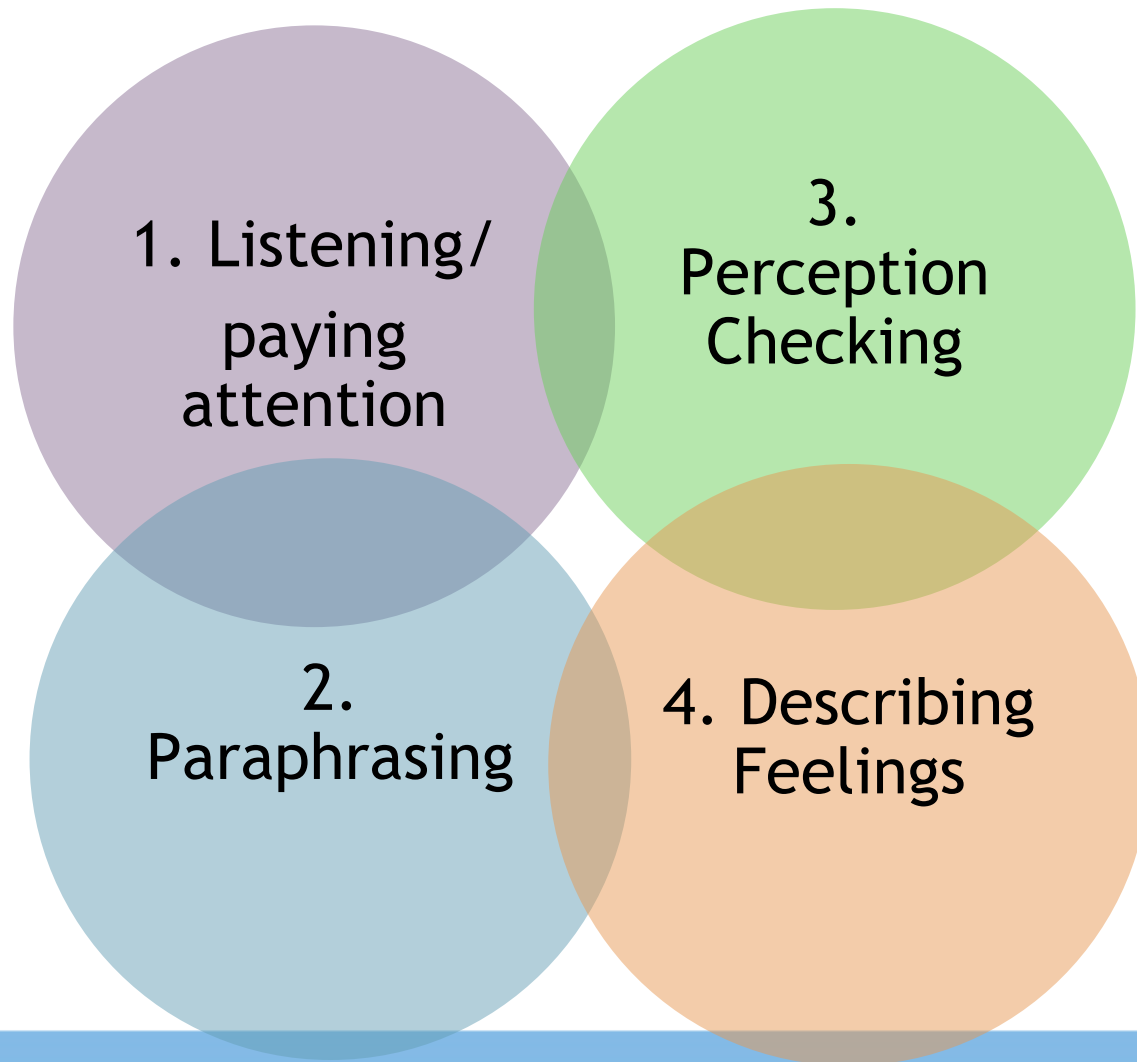
Source: Brené Brown on Empathy (2:53 sec)

https://www.youtube.com/watch?list=RDCMUCvhsiQGy_zcNCiSbeXEjhLg&v=1Ewgu369Jw&feature=emb_rel_end

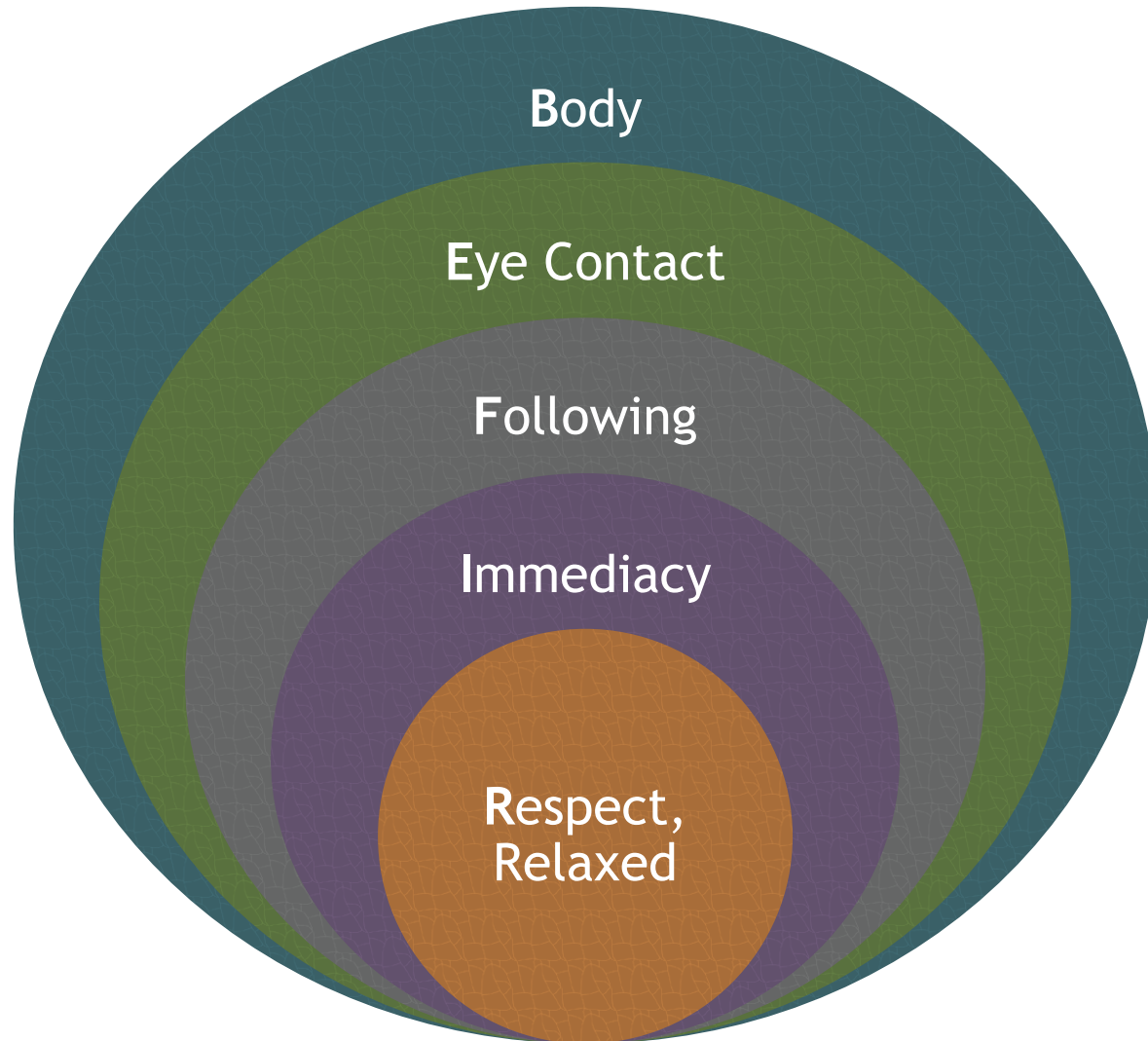
Empathy



Skills for Closing the Interpersonal Gap



1. Effective Listening



2. Paraphrasing

Share your understanding of the speaker's words to the speaker.

Opportunity to let the other person know that they have been heard.

Helps the speaker clarify to themselves what they have said.



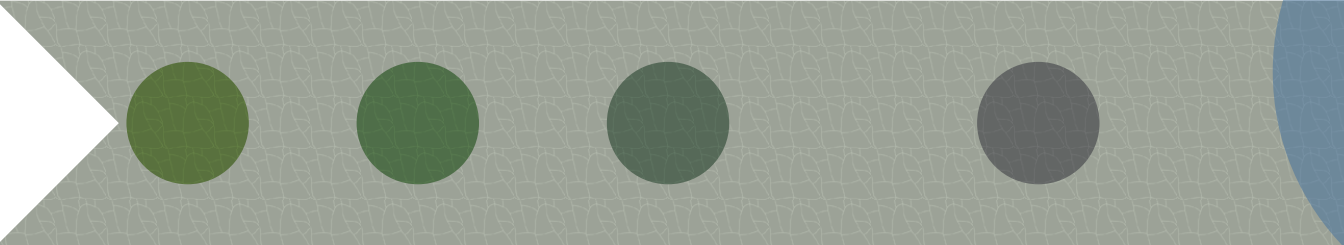
3. Perception Checking

Check
out what
the other
person is
feeling
(their
intention)

Express
an
interest
in how
the other
person is
feeling



Safe and
respectful
space



Help the other
person
describe their
feelings

Close the
Interpersonal gap
by encouraging the
speaker to share
their *Private intent*

4. Describing Feelings

Use specific feeling words to describe the private effect of the message of the listener/speaker.

Own responsibility for your own feelings.

If we say “You make me feel...” then the responsibility belongs to the other.

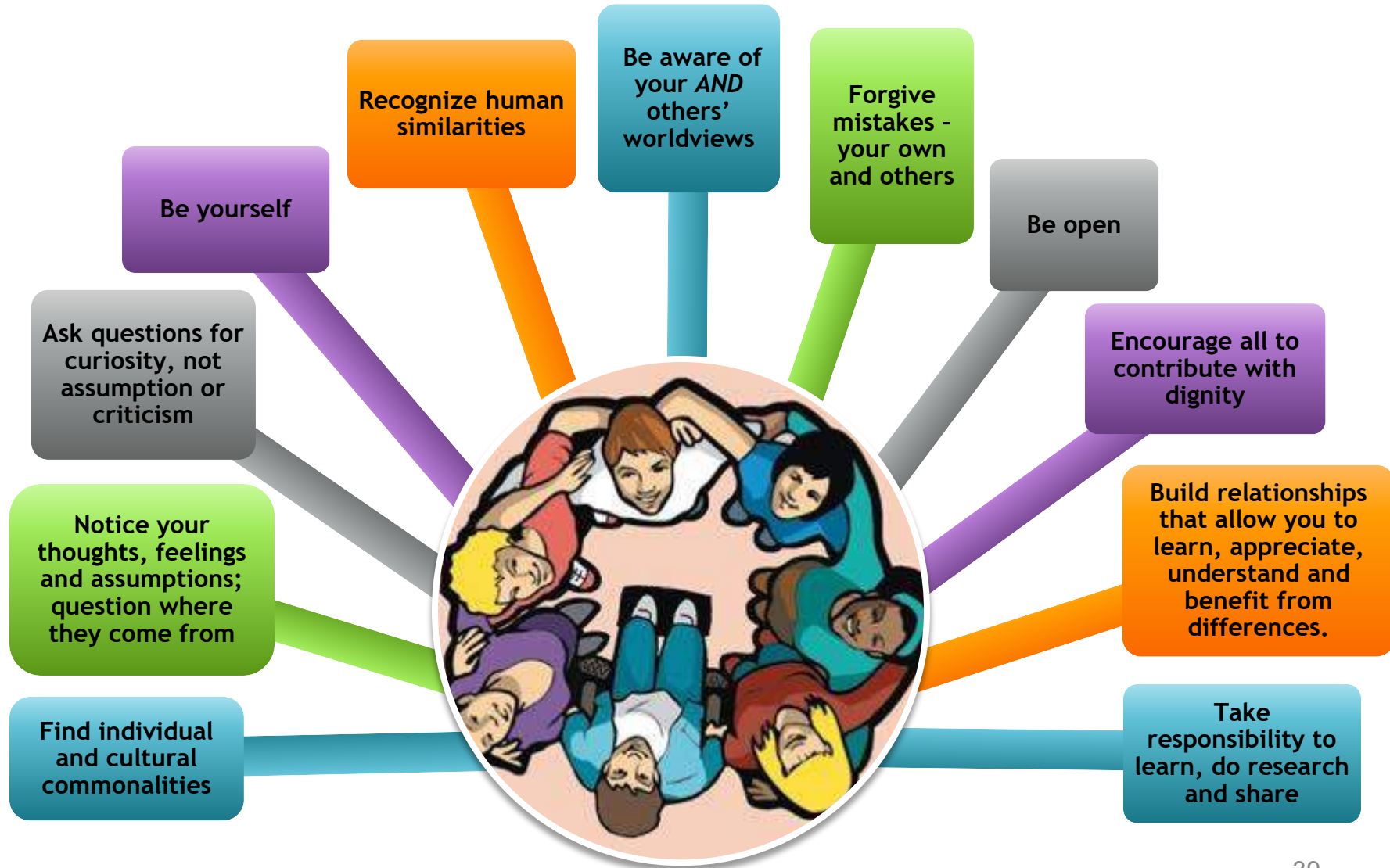
Large Group Discussion



What are some strategies for intercultural communication that you have used that have been effective in your workplace?

What is one small action you could commit to after this workshop to develop your intercultural competence?

Responding to Differences



Seven Lessons to Learn about Cross-Cultural Communication

- 1 Don't assume sameness.
- 2 What you think of as "normal behaviour" may only be your own cultural bias.
- 3 Familiar behaviours may have different meanings.
- 4 Don't assume that what you meant is what was understood.
- 5 Don't assume that what you understood is what was meant.
- 6 You don't have to like or accept "different" behaviour, but you should try to understand where it comes from.
- 7 Most people do behave rationally; you just have to discover the rationale.

Summary of key learnings

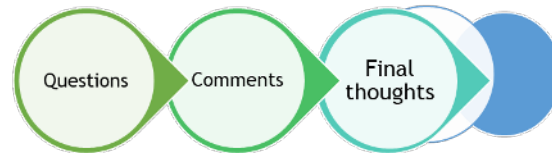
Cultures are not homogenous

Intercultural competence is the ability & willingness to interact with people from different cultural backgrounds and is an ongoing process which involves knowing our own cultural identities

Cultural orientations help us recognize cultural differences that exist at a group level

Responding to differences involves using various tools such as being open, recognizing similarities, asking questions, awareness of yours and other cultures

Your Turn



Source: <https://www.bitrix24.com/about/blogs/webinars/bitrix24-live-qa-sessions-every-thursday.php>

Evaluations

SAISIA - MCoS Module 2 :
Intercultural Competence &
Communication (Part 1) - Oct 29.



<https://forms.office.com/r/NXLgGpg2r9>

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Twi-Midawasi

Kinanaskomitin

Ngiyabonga

Dan

ke

Jag tackar

Dhannvaad

Sas efharisto

Thank ye

Tod



Grazie

Dziekuje

Gracias

a

Da lu

Ugiwadong

Salamat

Mahadsantah
ay

IntumThaybeen

Khawp Khun

Thank you

Xie Xie

Merci

Dyakooyu

Tesekkur ederim