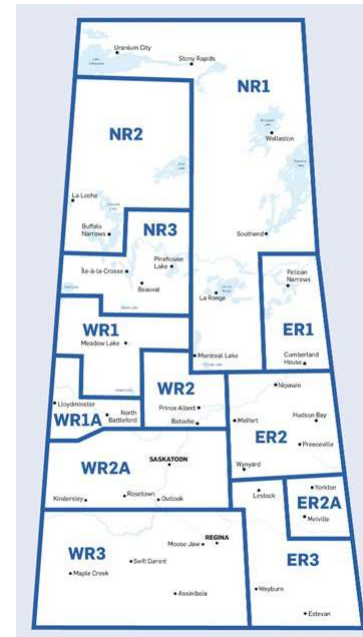
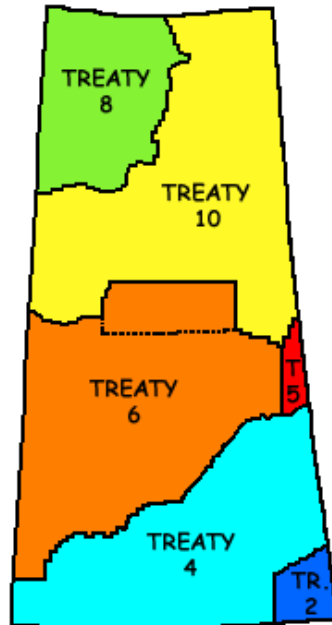


Land Acknowledgment



<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 2)

SAISIA

November 12, 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, Certificate in Intercultural Communication, Qualified Administrator of the IDI, Trained Facilitator for MCoS
- Musician and music educator, artist, forest/nature school practitioner



<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 Sheena 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 working for him in the valley. There were many high lights to the afternoon, but mostly it was a case of relationship building. I was thankful that we were able to meet and talk to the people who were there. I was thankful that we were able to meet and talk to the people who were there.



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 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" intent vs impact
 - 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



Intercultural Communication

What is Intercultural Competence?

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

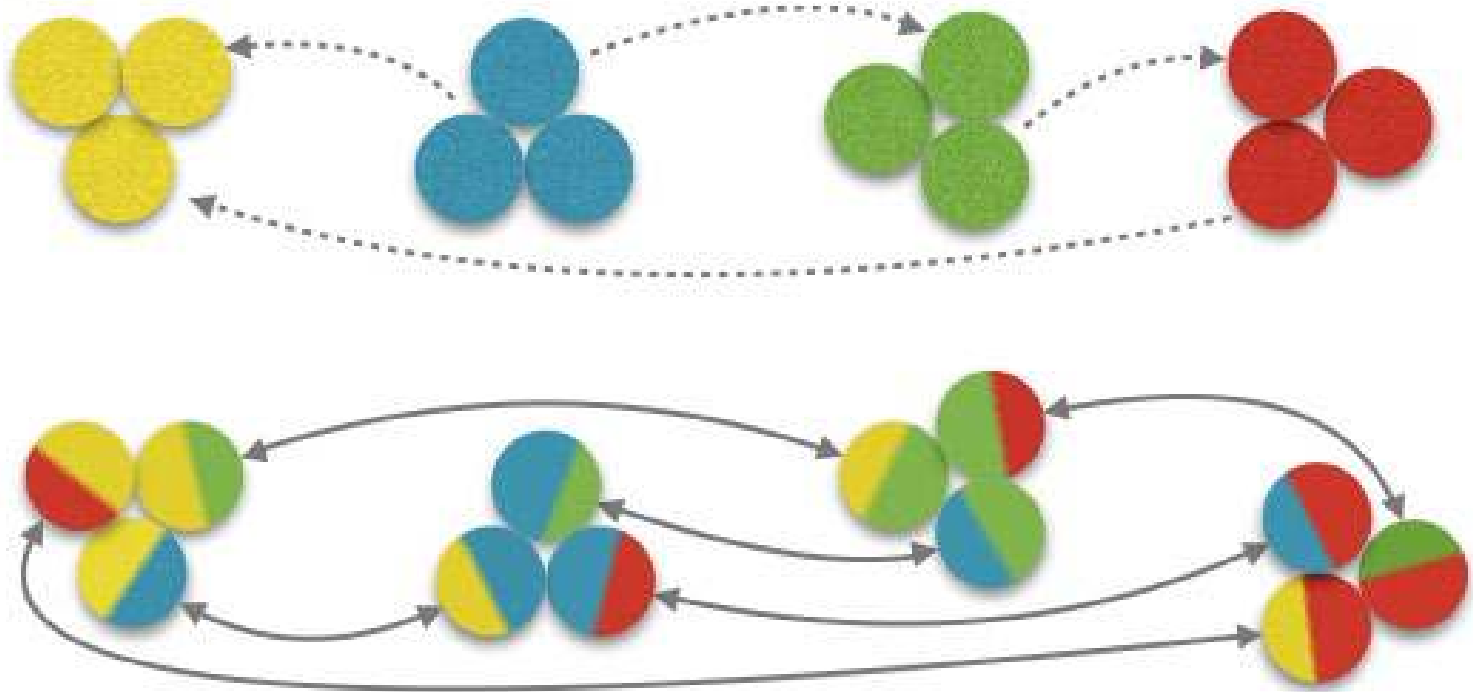


- ◆ **Intercultural Communication** is the mutual creation of meaning across cultures

“Intercultural dialogue is the best guarantee of a more peaceful, just and sustainable world.”

Robert Alan (American writer, artist and social activist)

Intercultural means...



Images from: <https://springinstitute.org/whats-difference-multicultural-intercultural-cross-cultural-communication/>

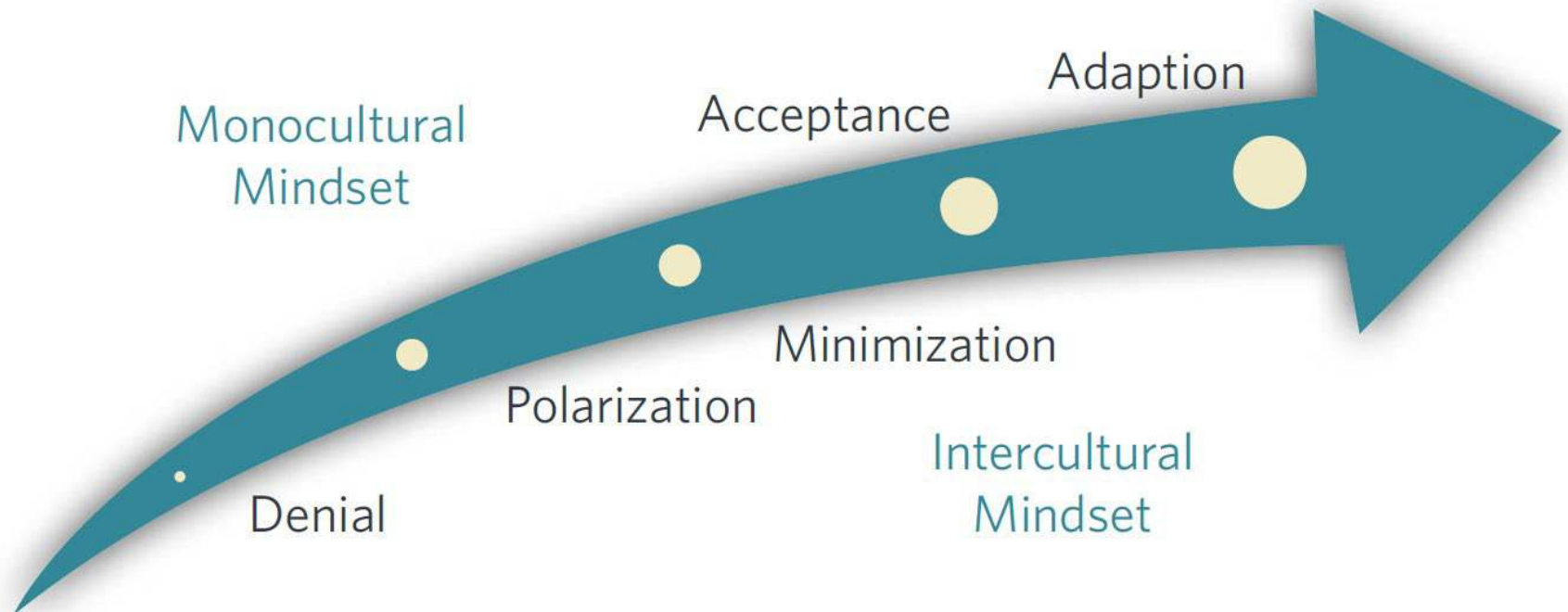
The difference between:

Multicultural

Cross-Cultural

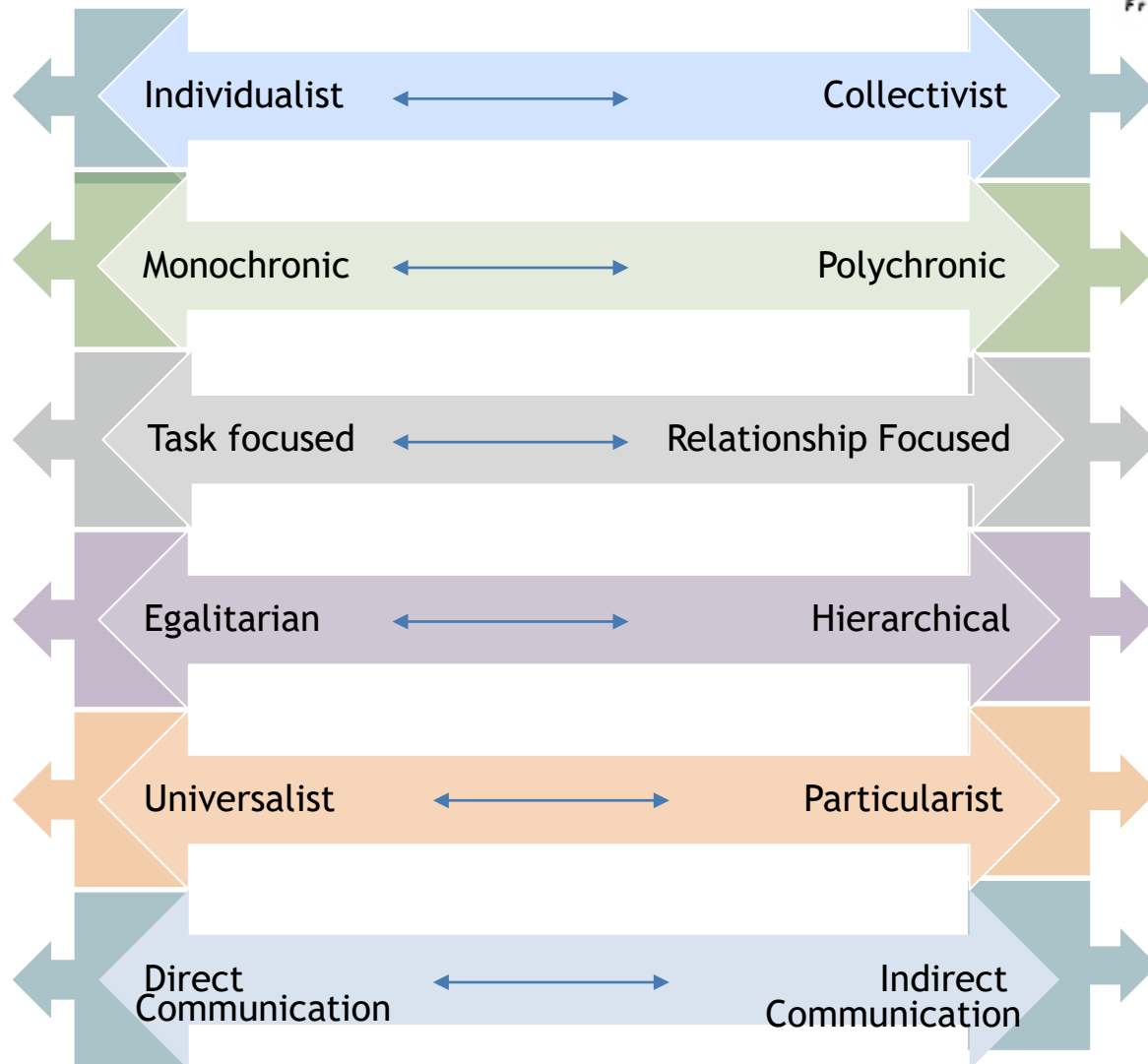
Intercultural

Intercultural Development Continuum



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

Cultural Orientations

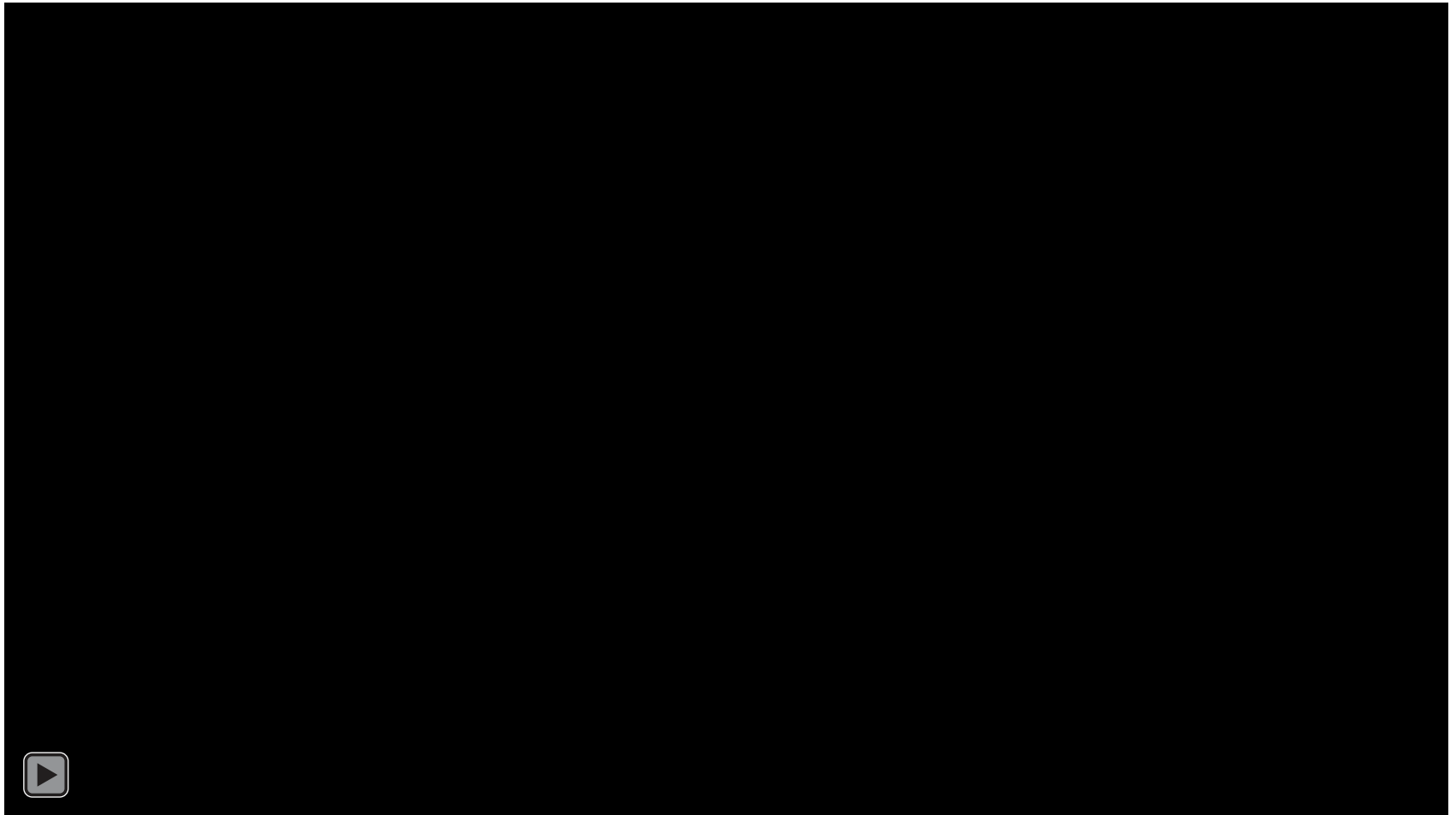


handout

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>

How Miscommunication Happens (and how to avoid it)



Source: **How miscommunication happens (and how to avoid it) - Katherine Hampsten (4:32 min)**
[\(57\) How miscommunication happens \(and how to avoid it\) - Katherine Hampsten - YouTube](#)

Large Group Discussion

- ◆ What stood out for you from the video?

Break





Framework for working through Intercultural Misunderstanding

Something's Up

- ◆ The Something's Up Cycle is a Reflective Intercultural Learning Cycle (RILC).
- ◆ Inspired by the [Personal Leadership Cycle](#)
- ◆ Developed by Norquest College
- ◆ Core intercultural competence development process and mindfulness practice

Source: NorQuest College, NorQuest Centre for Intercultural Education

<https://www.norquest.ca/NorquestCollege/media/pdf/centres/intercultural/CI/The-Somethings-Up-Cycle-Handout-Apr-2018.pdf>

Being on Time



Source: Incident B12 - Being On Time (1:11min)

<https://www.youtube.com/watch?v=CSpN9h-oFw0&feature=youtu.be>

Something's Up



handout

Source: NorQuest College, NorQuest Centre for Intercultural Education

<https://www.norquest.ca/NorquestCollege/media/pdf/centres/intercultural/CI/The-Somethings-Up-Cycle-Handout-Apr-2018.pdf>

Something's Up

What
happened?

- Something's up when I realize I'm feeling uncomfortable.

How does
each
person
feel?

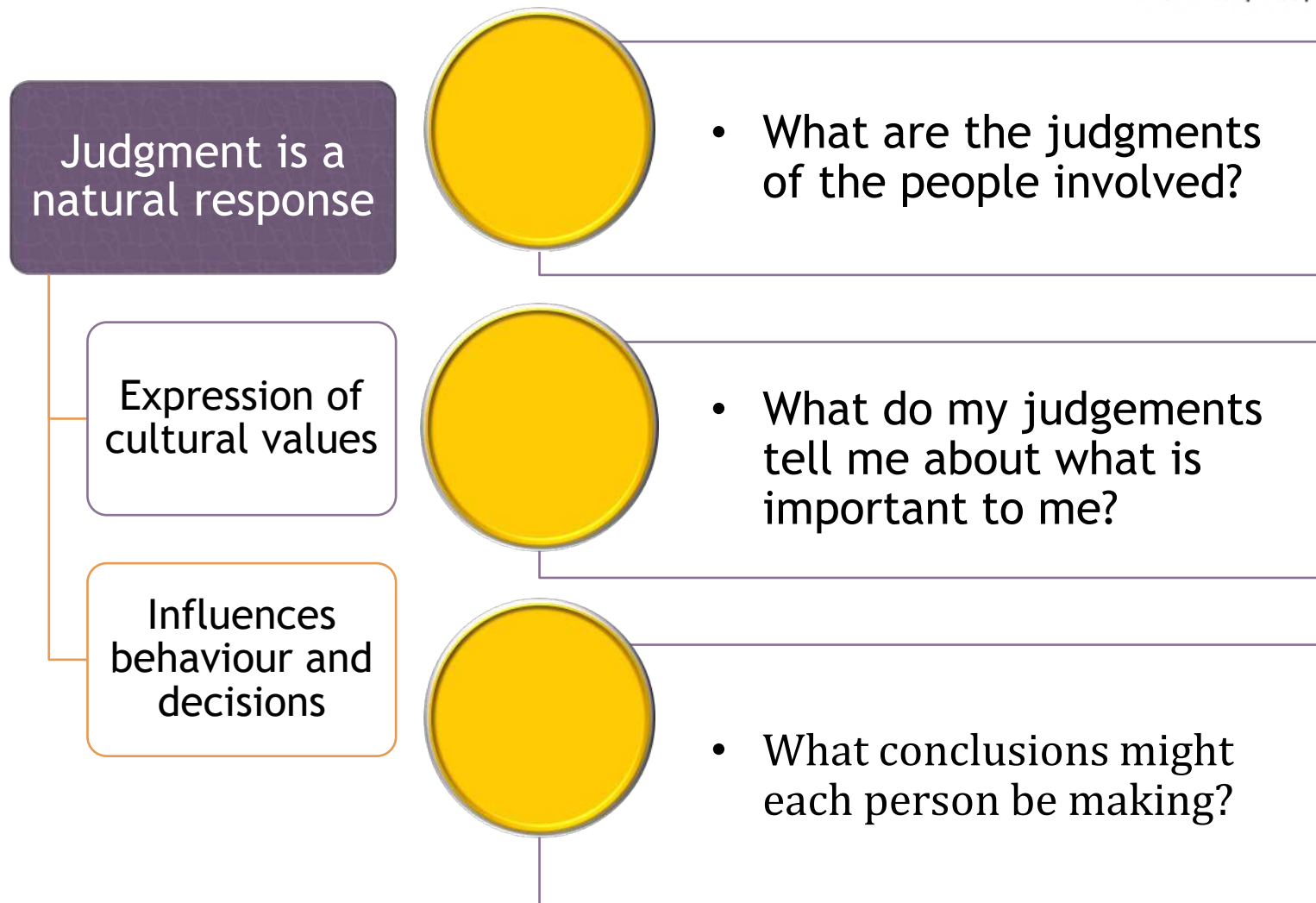
- Feeling threatened, overwhelmed, disapproving, or exhilarated
- Feeling the need to hang on to something familiar
- Feeling confused

Focus on
facts and
feelings

- Don't try to make sense of it or solve it at this stage

Source: NorQuest College, NorQuest Centre for Intercultural Education
<https://www.norquest.ca/NorquestCollege/media/pdf/centres/intercultural/CI/The-Somethings-Up-Cycle-Handout-Apr-2018.pdf>

Suspend Judgment



Source: NorQuest College, NorQuest Centre for Intercultural Education
<https://www.norquest.ca/NorquestCollege/media/pdf/centres/intercultural/CI/The-Somethings-Up-Cycle-Handout-Apr-2018.pdf>

Make Sense

Step 1

- What is this all about?

Step 2

- How are our expectations similar and or/different?

Step 3

- What did each person expect? (what is their “normal”?)

Step 4

- Try to understand using your cultural orientation
- Intent and impact are not the same
- Assume good intentions

Source: NorQuest College, NorQuest Centre for Intercultural Education

<https://www.norquest.ca/NorquestCollege/media/pdf/centres/intercultural/CI/The-Somethings-Up-Cycle-Handout-Apr-2018.pdf>

Perspective Points

General categories for observing and analyzing difference

- ◆ Language use (how do we: apologize, greet, disagree, compliment)
- ◆ Nonverbal behaviour (eye contact, tone, space)
- ◆ Organizing messages (direct/indirect)
- ◆ Time
- ◆ Identity
- ◆ Leadership
- ◆ “Norms” regarding team work
- ◆ Roles and Relationships
- ◆ Cultural orientations

Informed Action



Informed Action

What can be done to move forward?

- Short term action?
- Long term considerations?

Look for shared goals and adapt behavior:

- Individual - Is the action I need to take personal?
- Group (Community, team, interpersonal)
- Action - Is there something I need to do differently or put into action ?
- System: Is there something at the system level that needs to be reviewed? Does the system or process in place support the actions I feel are needed?

Source: NorQuest College, NorQuest Centre for Intercultural Education

<https://www.norquest.ca/NorquestCollege/media/pdf/centres/intercultural/CI/The-Somethings-Up-Cycle-Handout-Apr-2018.pdf>

Informed Action Examples

- ◆ Check your perception with a cultural informant, or directly
- ◆ Review goals
- ◆ Use perspective points to have meaningful conversations about cultural differences
- ◆ Adapt to meet goals based on a clearer understanding
- ◆ Explore each perspective as a means to create alternatives
- ◆ Story telling, counter-narratives

Small Group Discussion (10 min)

In groups of 8 -10 people

- Discuss the video and use the framework of the something's up cycle to identify each stage
- Choose a spokesperson to report insight of your discussion to the large group.

Something's up

- What happened? (facts) How does each person feel?

Suspend Judgement

- what might the judgements and conclusions be, of the people involved?

Make Sense

What is this all about? What might the expectations be and how do they differ?

- Use perspective points

Informed Action

- Short term/long term action, individual or group or system
- What behaviours, perceptions, expectations could be adapted to meet goals?

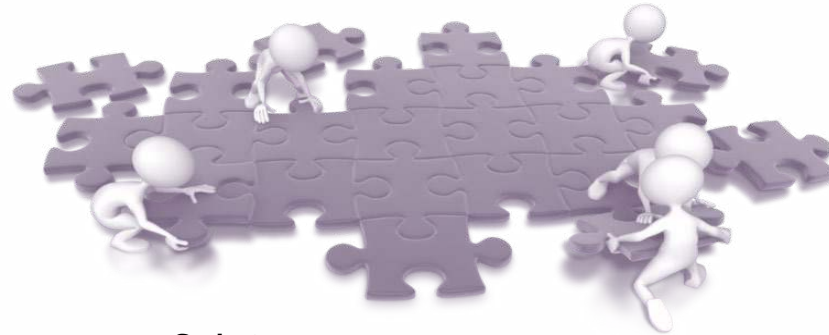
Finding a Way to Connect



Source: Incident A10 - Finding a Way to Connect (1:31 min)

<https://www.youtube.com/watch?v=OGyTXhnYbnM&feature=youtu.be>

Enhanced Intercultural Competence



Knowing our own cultural identities

Solving problems together

Engaging our own learning

Working well with culturally diverse individuals



Developing knowledge, skills and attitudes that foster understanding

Managing inevitable contact with others

Communicating effectively to address cultural misunderstanding

Principles for Enhancing Intercultural Curiosity

- Suspend our assumptions and value judgements
- Practise cultural humility
- Enhance our perception skills
- Develop multiple perspectives
- Ask questions as culturally appropriate
- Become participant observers as appropriate
- Assess the credibility of our intercultural sources

Source: [http://www.pindex.com/uploads/post_docs/1Analytic-ICInterculturalCompetence\(PINDEX-DOC-14711\).pdf](http://www.pindex.com/uploads/post_docs/1Analytic-ICInterculturalCompetence(PINDEX-DOC-14711).pdf)

Overcoming Obstacles



Recognize unconscious bias

Be aware of the harmful impact of minimization

Recognize and reject racism

Create multiple avenues for people to express their perspectives

Enhanced Intercultural Competence



Knowing our own cultural identities

Solving problems together

Engaging our own learning

Working well with culturally diverse individuals



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Source: [http://www.pindex.com/uploads/post_docs/1Analytic-ICInterculturalCompetence\(PINDEX-DOC-14711\).pdf](http://www.pindex.com/uploads/post_docs/1Analytic-ICInterculturalCompetence(PINDEX-DOC-14711).pdf)

Summary of Learnings

Intercultural competence is a life-long practice

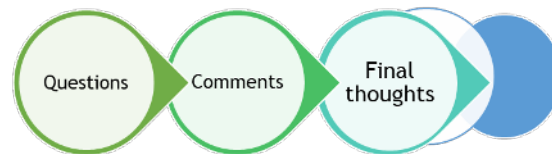
Some key steps in building intercultural competence are

- Knowing our own cultural identities
- Awareness of our own perceptions and biases
- Suspending assumptions and avoiding value judgements
- Adapting to meet goals and bridge the differences

Improving intercultural communication involves

- being patient about other cultures (including your own)
- seeking to understand and appreciate the differences that affect communication

Your Turn



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

We would like your feedback ! Anonymous Online Survey

SAISIA - MCoS Module 2 (Part 2)
Intercultural Competence &
Communication - Nov 12, 2024



<https://forms.office.com/r/5War5iBc6s>



Self-Educating Resource

Learn about IDI

Articles in this section

[Ways to Use IDI Videos](#)

[Introduction to the IDI \(Video\)](#)

[How to Use the IDI \(Video\)](#)

[The Intercultural Development Continuum \(Video\)](#)

[An Introduction to the Intercultural Development Inventory \(Video\)](#)

[Workplace Impact of the Intercultural Development Inventory \(Video\)](#)

[Practical Applications of the Intercultural Development Inventory \(Video\)](#)

Introduction to the IDI (Video)

Follow



Source: [Introduction to the IDI \(Video\) – IDI, LLC](#)

How to Tips

Communication is a key skill for emotional intelligence, but not everyone communicates in the same way. How can you identify communication styles that work best with your own? In this article, you will learn about four common communication styles and how to adapt to them to improve your interactions with others. Each style has its own strengths, weaknesses, preferences, and challenges.

- ◆ Four communication style
- ◆ How to identify your own communication style
- ◆ How to identify others communication style
- ◆ How to adapt different communication style
- ◆ How to manage communication conflict
- ◆ How to develop your communication skills

Source <https://www.linkedin.com/advice/0/how-can-you-identify-communication-styles#:~:text=To%20identify%20the%20communication%20style%20of%20others%2C%20observe%20their%20word,prefer%20written%20or%20verbal%20communication>

Four Communication Styles

Psychologist Paul Merrill identified four main communication styles: analytical, intuitive, functional, and personal.

- ◆ Analytical communicators are logical and data-driven, and prefer clear and concise messages without emotions or opinions.
- ◆ Intuitive communicators are big-picture thinkers who focus on ideas and possibilities,
- ◆ while functional communicators are organized and process-oriented, preferring structured and detailed messages.
- ◆ Personal communicators are emotional and value-driven, preferring warm and friendly messages that focus on feelings and relationships.

Reflection Question

- ◆ According to the four communication styles: analytical, intuitive, functional, and personal. Which describe your communication style (choice all that apply)
 - Analytical
 - Intuitive
 - Functional
 - Personal

How to Identify Your Own Communication Style

- ◆ To identify your own communication style, you can take a self-assessment test or ask for feedback from others.
- ◆ Additionally, you can reflect on your own communication habits and preferences. Consider how you approach a problem or decision, express your thoughts and feelings, listen and respond to others, handle stress and conflict, and adapt to different situations and audiences.
- ◆ By understanding your own communication style, you can capitalize on your strengths and address any weaknesses, thus enabling more effective communication.

How to Identify Others Communication Style

- ◆ To identify the communication style of others, observe their verbal and non-verbal cues, ask open-ended questions, and listen actively.
- ◆ Pay attention to how they react to different types of messages and situations.
- ◆ Notice their words and tone, body language and facial expressions, topics and questions they raise or avoid, what motivates and frustrates them, and what feedback and support they need or offer.
- ◆ Through this understanding, you can anticipate their needs, respect their preferences, and communicate more respectfully.

How to Adapt to Different Communication Styles

- ❖ To effectively communicate with different types of people, you must be flexible, empathetic, and respectful.
- ❖ When adapting your message, delivery, and response to the communication style of your audience, consider the following tips.
- ❖ If you are speaking to analytical communicators, use facts and data, be clear and concise, avoid emotions and opinions, and focus on results and solutions.
- ❖ To reach intuitive communicators, use stories and examples, be brief and general, avoid details and processes, and focus on ideas and possibilities.
- ❖ For functional communicators, use outlines and agendas, be structured and detailed, avoid ambiguity and risks, and focus on plans and procedures. And when speaking to personal communicators, use expressions and compliments, be warm and friendly, avoid conflict and criticism, and focus on feelings and relationships.
- ❖ By adapting to different communication styles you can improve your rapport, collaboration, and influence with others.

How to Manage Communication Conflicts

- ◆ Communication conflicts can arise when there is a mismatch or misunderstanding between communication styles, such as an analytical communicator finding an intuitive communicator too vague or an intuitive communicator finding an analytical communicator too rigid.
- ◆ To manage these conflicts, you need to be aware, respectful, and constructive.
- ◆ Begin by identifying the source and impact of the conflict and acknowledging the differences and similarities between communication styles.
- ◆ Then, communicate your perspective and needs clearly and respectfully, while actively listening to the perspective and needs of the other person.
- ◆ Finally, collaborate to find a solution that works for both parties. By managing communication conflicts effectively, you can prevent escalation, build trust, and strengthen relationships.

How to Develop Your Communication Skills

- ◆ Communication skills can be developed and improved through practice, feedback, and learning.
- ◆ You can challenge yourself to communicate outside your comfort zone and style by seeking opportunities to communicate with different people and situations.
- ◆ Additionally, you should ask for and receive feedback constructively and graciously.
- ◆ Learning from experts or peers by reading, watching, or listening to examples of effective communication is also key.
- ◆ Lastly, you should monitor, evaluate, and refine your communication based on your goals and outcomes. By developing your communication skills, you can enhance your emotional intelligence, performance, and satisfaction.
- ◆ https://whatisculture.org/?page_id=45

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mcos.ca



감사합니다

Ameseginalehu Arigato

Twi-Midawasi

Kinanaskomitin

NGIYABONGA

Danke

Jag tackar

Dhannvaad

Sas qharisto

Thank ye

Toda

O se Grazie

Dziekuje

Gracias

Ugiwadong

Da blu

Salamat

Mahadsantahay

IntumThaybeen

Khawp Khun

Thank you

Xie Xie

Merci

Dyakooyu

Tesekkur ederim