

# Welcome and Plenary

*INTERCULTURAL  
MIND THE  GAP: reflect. reframe.  
reimagine. CULTURAL AGILITY*

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President and CEO, IFSA

Plenary: Dr. Leeva Chung  
Professor of Communication, University of San Diego





# IFSA Alumni, 2017



# IFSA Alumni, 1989-2011



**CONNECT.  
COLLABORATE.  
CONTRIBUTE.**



*2017*

*1989-2011*



INTERCULTURAL  
**MIND THE ↑ GAP!**  
**reflect. reframe. reimagine.**  
**CULTURAL AGILITY**

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# trend analysis

- **1 of 5 over the age of 25 in the US has never been married—in 1960 it was 1/10.**
- **95% of US teens own a smartphone**
- **Increase in US adoption rates**
- **Families increasingly represent four and five generations**
- **Increase in students studying abroad**
- **Increase in life expectancy**
- **Global birth decline**

## CULTURE / AN ICEBERG METAPHOR

### ↑ **surface level**

Artifacts: fashion, representation of pop culture

### ↑ **mid level**

Symbols, Meaning, Norms, Language: Verbal & Nonverbal styles

### ↑ **deeper level**

Assumptions, interpretations & meanings: Values. Beliefs. Traditions

**universal** human needs



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# flexibility and cultural agility

- **Practicing flexibility**
- **Ethnorelative mindset**
- **Appropriateness**
- **Effectiveness**
- **Adaptable**

# Verbal in the Moment Exercise

Exercise developed by Ting-Toomey and Chung, 2007

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1. Think about an **accomplishment** you've done by yourself
2. You will spend the next **3 min** talking about this accomplishment!

There are two rules to follow:

- Use **WE** not I
- Use **present continuous tense... 'ing**

# Interviewer's Job

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4. Comment and ask questions but use **PAST TENSE**, for example:
- 

Sp: We are sitting at an awards banquet.

Int: **What were you doing at an awards banquet?**

Sp: We are listening to the EMCEE.....

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5. You may use **I** and **You**

# identity

- Theory of self formed and maintained through actual or imagined interpersonal agreement
- Reflective self-concept or image
- Intersectionality is akin to identities that appear to clash but instead, create a new balance within an individual.
- Choosing one identity does not negate the others; it just means the other identities are waiting to be explored.

# Redundancia\*

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## PERSON A

- Think about your last favorite vacation or trip.
- Share with your partner about your experiences!
- But...you must speak using 2 different verbs
- You may not finish until instructed

## PERSON B

- Listen to your partner talk about his/her experience.
- Use nonverbal empathy to show that you are really listening to your partner.

\*Created by: Dianne Hofner Saphiere, use only with permission

# The process of identity negotiation toward Cultural Agility

- **Draws from social identity theory + acculturation theory + racial identity development scales + symbolic interaction + dialectical theory**
- **Identity negotiation is a “mutual communication activity” with the key to understand, respect and support others who are different**



The diagram consists of two large, stylized arrows pointing towards each other. The left arrow is orange and contains the word 'security'. The right arrow is green and contains the word 'vulnerability'. The arrows are positioned such that their tips are close to each other, creating a sense of tension or interaction between the two concepts.

security

vulnerability



inclusion

differentiation

# Intercultural Communication Competence: A Staircase Model

Adapted from W.B.  
Howell

Unconscious  
Competence Stage

Conscious  
Competence Stage

Conscious  
Incompetence Stage

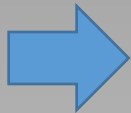
Unconscious  
Incompetence Stage



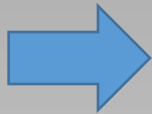
To foster cultural agility, identity and difference...



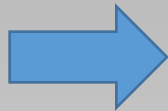
**VALUE IT**



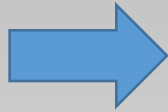
**ACKNOWLEDGE IT**



**MODEL IT**



**REWARD IT**



**LEARN FROM IT**

