INTERCULTURAL COMPETENCIES

You can develop the following intercultural competencies when working in culturally diverse environments.

1) INTERCULTURAL MOTIVATION
You are curious about new surroundings and cultures and actively seek out learning opportunities. You demonstrate intercultural motivation when you:

- welcome the opportunity to learn more about the geography and culture of where you live, work and study
- take initiative to explore your environment
- actively network with people from different cultures
- take interest in current events locally and globally
- engage with people in your employer organization and community
- network with diverse communities and organizations
- recognize your intercultural capabilities and seek areas to improve

2) INTERCULTURAL KNOWLEDGE
You have a good understanding of how cultures are similar or different. You demonstrate intercultural knowledge when you:

- recognize and respect cultural diversity
- learn appropriate, effective ways to communicate with people from different cultural backgrounds
- know how to be diplomatic and sensitive to the dynamics of a culturally diverse workplace
- understand how to communicate with people who speak or write a different language
- know how to be adept in a new environment
- understand ways to cope with constant change
- learn phrases in a new language, or learn a new language

3) STRATEGIC THINKING
You use your knowledge and understanding of different cultures to plan effective intercultural interactions. You demonstrate strategic thinking when you:

- are conscious of your assumptions relating to cultural issues and question them at all times
- think about how you can take initiative to learn from co-workers from different cultural backgrounds
- plan how to pursue networking opportunities with people with culturally diverse backgrounds
- consider new strategies during each cultural encounter
- check for opportunities for cultural growth
- consider how your area of study is applicable in a global context
3) APPROPRIATE BEHAVIOUR
You demonstrate flexibility in your interactions and are able to recognize and adapt to cultural nuances in the workplace and beyond. You demonstrate appropriate behaviour when you:

+ display a positive attitude towards change and new environments
+ recognize and adapt to cultural differences in communication
+ change your verbal and nonverbal behaviours according to different situations
+ demonstrate that you can acknowledge the human, interpersonal and technical sides of a problem
+ show flexibility and explore possible solutions in an innovative and creative way

*These competencies were informed by research on ‘Cultural Intelligence’ conducted by the Cultural Intelligence Centre (Copyright, 2005).