

Intercultural Competence: Key Knowledge, Skills and Attitudes

1. Knowledge
 - Culture general knowledge; i.e., familiar with the patterns and components of culture
 - Self-knowledge; i.e., cognizant of his or her own cultural context and how he or she may be perceived by others
 - Culture specific knowledge; i.e., familiar with the culture in question, including its social norms, values and history
2. Skills
 - Language skills; i.e., the ability to speak a second or third language or an appreciation of the challenges associated with learning and interacting in a second or third language
 - Interaction analysis/complexity thinking; i.e., able to consider the various factors that may influence behaviour and affect intercultural interactions
 - Relationship-building skills
 - Listening skills
 - Information-gathering skills
 - Problem-solving skills
3. Attitudes
 - Curiosity
 - Risk oriented; i.e., motivated to communicate in unfamiliar contexts, willing to make mistakes and learn from them
 - Comfortable with ambiguity
 - Empathic and imaginative; i.e., able to imagine being in another's shoes
 - Open-minded and non-judgemental
 - Self-reflective
 - Respectful of difference
 - Sense of humour

Adapted from Judith N. Martin and Thomas K. Nakayama, *Intercultural Communication in Contexts* (New York, NY: McGraw Hill, 2004), pp. 317–333 and T. Odgers, "Leading in International and Intercultural Education," (Edmonton, AB: Centre for Excellence in Intercultural Education, Norquest College, February 10, 2009).