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 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