

Developing intercultural competence is a *self-reflective, intentional process* focused on understanding patterns of difference *and* commonality between yourself (and your cultural group) and other culture group's perceptions, values, and practices.

Diversity Dimension	Check (✓) your Top Three Diversity Dimensions	
Gender	_____	Put a ✓ next to the diversity dimensions you have <u>MOST</u> experience with; or you feel influence you the most.
Nationality	_____	
Race/Ethnicity	_____	
Age	_____	
Family background	_____	
Abilities/disabilities	_____	
Religion	_____	Put a * next to the diversity dimensions you have <u>LEAST</u> experience with; or you feel influence you the least.
Educational background	_____	
Home/geographic "roots"	_____	
Sexual orientation	_____	
Socio-economic status	_____	
Work experience	_____	

INDIVIDUAL FOCUS: Increase awareness of your own culture's influence on you.

Do you know what perceptions, expectations, beliefs and values from your own cultural community drive your decisions?

When you are interacting with others, do you know why you behave the way you do?

ORGANIZATIONAL FOCUS: Increase your awareness of the presence of differences and similarities.

Make note of who in your workplace may see things differently and write down what you are learning about the different perspectives you encounter as well as the different strategies people use to accommodate them. Which differences are hardest to understand? Which strategies are most effective in understanding those differences? How is your own perspective influenced by cultural dimensions?

Challenge yourself by making a list of your own values and those of others with whom you are interacting. Does your list include values that are similar *and* different? Where might you be making assumptions about others' values, perspectives, and expectations?

A more advanced challenge...

Appreciate your willingness to consider multiple perspectives.

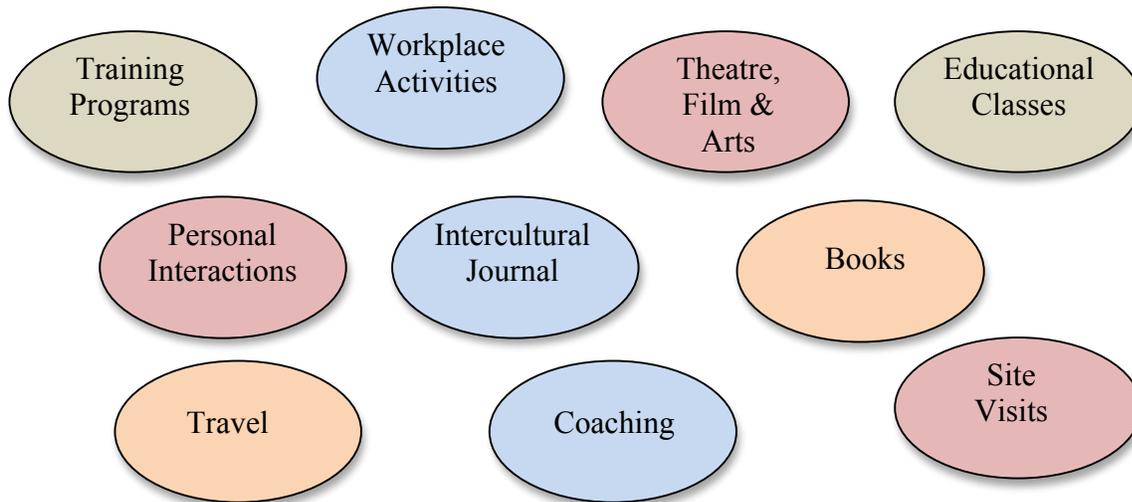
Consider specific dilemmas within the workplace or your community (where there does not seem to be an obvious solution when different perspectives seem to clash). Consider creative ways to resolve these dilemmas.

Push yourself to discover the underlying reasons for these dilemmas and the extent to which there is anything in common from the perspectives involved.

Consider carefully how these dilemmas would be resolved from another cultural perspective and whether or not there are strategies that would be appropriate to all parties involved.

Draw upon your networks to discover how others have resolved seemingly irresolvable situations.

LONG-TERM HOMEWORK – Intercultural Learning Opportunities



Remember - it is not simply participating in activities or attending cultural events that are important; rather, it is the ***intentional reflection on, and non-evaluative observation of, cultural patterns of commonality and difference*** (i.e. values, perspectives, expectations, communication and conflict resolution styles) that are inherent in these activities/events that will contribute to your intercultural competence development.