**Chapter 2 Handouts**

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**Reflecting on Intercultural Communication Competence\***

Instructions: Answer the following questions based on the concepts in Chapter 2, applied to your personal experiences. Please share as much as you are comfortable with:

Question 1: Describe a time when either you or a friend, family, or dating partner was in the “unconscious incompetence stage” of the “Staircase Model.” For example, in some cultures you are expected to take off your shoes before walking around a home; if you did not know this you might leave your shoes on, which could violate a cultural norm.

Question 2: Discuss an experience where either you or a friend, family, or dating partner witnessed an “Inflexible/Ethnocentric Mindset.” For example, an individual talking down to someone for a cultural practice or saying that another cultural tradition was “wrong.” How did this make you feel?

(*continue on next page if needed)*

*\*Source*: Original exercise developed by Adrian Toomey, MA, California State University, Fullerton.

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**Reflections on *Outsourced* (Part I) Film Clip**

***Interactive group discussion:***

1. Think about your current job or a college group project: have you ever experienced the staircase model in your work or school setting? Explain in detail the stages (of the staircase model) in which you or your peers were. How did you overcome the challenges and reach flexible and competent communication?
2. After watching *Outsourced*, and with your knowledge of the staircase model, you and your peers are now requested to teach the conscious competence (or even unconscious competence) stage to the characters in the film clip. Brainstorm some creative ways to help them work their way through the staircase model. Offer three concrete suggestions in the space provided below.

3. Critique the pros and cons of the staircase model—what do you like about the model and what do you think can be improved? If you could redraw the model to incorporate your new ideas, what would the new model look like? Please draw out your new model and be prepared to have a member of your group present your new model to the class.

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**First Scenario: Decoding Intercultural Dialogues**

Decoding a Swiss-Asian Indian Intercultural Dialogue:

A Dialogue Between Mr. Weisheit and Mr. Patel

Mr. Weisheit: Well Sanjay, it looks like we’ll need to wrap up the final project with an intense meeting of nonstop work on Saturday. At least we will be able to get a couple of beers when it’s over! See you then!

Mr. Patel: I see. Well…

Mr. Weisheit: Ok, see you!

Mr. Patel: Well, yes. I think… um… Mr. Weisheit,.maybe ...

Mr. Weisheit: Yes, just think! The project that has been driving us crazy will be out of our office on Saturday. I Can’t wait to celebrate!

Mr. Patel: Yes, well, this coming Saturday is a very special day in our family. It is my grandfather's 80th birthday. It is a big day, and many relatives will be coming from out of town.

Mr. Weisheit: I see.

Mr. Patel: So… you understand my situation?

Mr. Weisheit: Of course! I also like to get away from my relatives and in-laws when they come to visit. Now you have a great excuse to get out of it. See you on Saturday, Sanjay!

Mr. Patel: But Mr. Weisheit, perhaps we can talk about this later? Mr. Weisheit?

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**Interactive Probes for “Decoding Intercultural Dialogues”**

(Ask yourself and probe your classmates’ reactions):

**Decoding Analysis for Scenario 1**

1. Do you perceive any communication problems with the above dialogue between Mr. Weisheit and Mr. Patel?

2. What are the specific communication problems?

3. Can you infer some cultural assumptions and expectations that Mr. Weisheit has concerning communication?

4. Can you infer some cultural assumptions and expectations that Mr. Patel has concerning communication?

**Second Scenario: Decoding Intercultural Dialogues**

Decoding a Brazilian-British Intercultural Dialogue:

A Dialogue Between Kouadio and Maggie in a Studio Design Engineering Office

Kouadio: What did you think of the New Millennium Design project?

Maggie: Very nice. I am quite pleased.

Kouadio: So it’s good, then? We thought it was a tremendous project, a superbly designed project that will bring the company great rewards due to its amazing details and engineering feats.

Maggie: Yes. There is one drawing that needs to be changed. Other than that, the design will work fine.

Kouadio: Hmm. I see.

Maggie: What about that other assignment you were working on? The Gallactica Project? Any chance I could take a look at it?

Kouadio: Well, we can make it a priority, if you want. My group of designers is the best in the business, and we work night and day to come up with such projects as the Gallactica--which is a stupendous design, a tremendous effort for all my employees.

Maggie: Good going. You're a good sport. Thanks, Kouadio.

Kouadio: So, you want my team to scrap the Millennium design?

Maggie: Pardon me?

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**Interactive Probes for “Decoding Intercultural Dialogues”**

(Ask yourself and probe your classmates’ reactions):

**Decoding Analysis for Scenario 2**

1. Do you perceive any communication problems with the above dialogue between Kouadio and Maggie?

2. What are the specific communication problems?

3. Can you infer some cultural assumptions and expectations that Kouadio has concerning communication?

4. Can you infer some cultural assumptions and expectations that Ian has concerning communication?