

Introduction

This file describes how “Intercultural knowledge & competence” as a generic competence can be deconstructed into distinct learning outcomes in a university education setting.

It is one of 16 descriptions in LOUIS (Learning Outcomes in University for Impact on Society); LOUIS is part of the Aurora Competence Framework.

The descriptions are based on the VALUE Rubrics developed by the American Association of Colleges & Universities AAC&U.



Intercultural knowledge and competence is "a set of cognitive, affective, and behavioral skills and characteristics that support effective and appropriate interaction in a variety of cultural contexts."

Intercultural knowledge and competence components:

- Knowledge: cultural self-awareness
- Knowledge of cultural worldview frameworks
- Skills: empathy
- Skills: Verbal and non-verbal communication
- Attitudes: Curiosity
- Attitudes: Openness

Intercultural knowledge and competence:

Knowledge: culture of self-awareness

Shows minimal awareness of own cultural rules and biases (even those shared with own cultural group(s)) (e.g. uncomfortable with identifying possible cultural differences with others.)



Identifies own cultural rules and biases (e.g. with a strong preference for those rules shared with own cultural group and seeks the same in others.)



Recognizes new perspectives about own cultural rules and biases (e.g. not looking for sameness; comfortable with the complexities that new perspectives offer.)



Articulates insights into own cultural rules and biases (e.g. seeking complexity; aware of how her/ his experiences have shaped these rules, and how to recognize and respond to cultural biases, resulting in a shift in self-description.)

Intercultural knowledge and competence: Knowledge of cultural worldview frameworks

Demonstrates surface understanding of the complexity of elements important to members of another culture in relation to its history, values, politics, communication styles, economy, or beliefs and practices.



Demonstrates partial understanding of the complexity of elements important to members of another culture in relation to its history, values, politics, communication styles, economy, or beliefs and practices.



Demonstrates adequate understanding of the complexity of elements important to members of another culture in relation to its history, values, politics, communication styles, economy, or beliefs and practices.



Connects and extends knowledge (facts, theories, etc.) from one's own academic study/ field/ discipline to Intercultural knowledge and competence and to one's own participation in civic life, politics, and government.

Intercultural knowledge and competence:

Skills: empathy

Views the experience of others but does so through own cultural worldview.



Identifies components of other cultural perspectives but responds in all situations with own worldview.



Recognizes intellectual and emotional dimensions of more than one worldview and sometimes uses more than one worldview in interactions.




Interprets intercultural experience from the perspectives of own and more than one worldview and demonstrates ability to act in a supportive manner that recognizes the feelings of another cultural group.


Intercultural knowledge and competence :

Skills: verbal and non-verbal communication


Has a minimal level of understanding of cultural differences in verbal and nonverbal communication; is unable to negotiate a shared understanding.



Identifies some cultural differences in verbal and nonverbal communication and is aware that misunderstandings can occur based on those differences but is still unable to negotiate a shared understanding.



Recognizes and participates in cultural differences in verbal and nonverbal communication and begins to negotiate a shared understanding based on those differences.



Articulates a complex understanding of cultural differences in verbal and non verbal communication (e.g. understanding the use of physical contact or explicit/ implicit meanings while communicating in different cultures) and is able to skilfully negotiate a shared understanding based on those differences.

Intercultural knowledge and competence :

Attitudes – curiosity

States minimal interest in learning more about other cultures.



Asks simple or surface questions about other cultures.



Asks deeper questions about other cultures and seeks out answers to these questions.



Asks complex questions about other cultures, seeks out and articulates answers to these questions that reflect multiple cultural perspectives.

Intercultural knowledge and competence :

Attitudes – openness

Receptive to interacting with culturally different others. Has difficulty suspending any judgment in her/ his interactions with culturally different others, but is unaware of own judgment.



Expresses openness to most, if not all, interactions with culturally different others. Has difficulty suspending any judgment in her/ his interactions with culturally different others, and is aware of own judgment and expresses a willingness to change.



Begins to initiate and develop interactions with culturally different others. Begins to suspend judgment in valuing her/ his interactions with culturally different others.



Initiates and develops interactions with culturally different others. Suspends judgment in valuing her/ his interactions with culturally different others.