INTERCULTURAL COMPETENCE MODEL

From "The Identification and Assessment of Intercultural Competence as a Student Outcome of Internationalization at Institutions of Higher Education in the United States"

by Dr. Darla K. Deardorff in *Journal of Studies in International Education*, Fall 2006, 10, p. 241-266 and in *The SAGE Handbook of Intercultural Competence*, 2009 (Thousand Oaks: Sage).

Pyramid Model of Intercultural Competence (Deardorff, 2006. 2009):

DESIRED EXTERNAL OUTCOME:

Behaving and communicating effectively and appropriately (based on one's intercultural knowledge, skills, and attitudes) to achieve one's goals to some degree

DESIRED INTERNAL OUTCOME: Informed frame of reference/filter shift:

Adaptability (to different communication styles & behaviors; adjustment to new cultural environments); Flexibility (selecting and using appropriate communication styles and behaviors; cognitive flexibility); Ethnorelative view;

Empathy

Knowledge & Comprehension:	
Cultural self-awareness; Deep understanding and knowledge of culture (including contexts, role and impact of culture & others' world views); Culture-specific information; Sociolinguistic awareness	Skills: To listen, observe, and interpret To analyze, evaluate, and relate

Requisite Attitudes:

Respect (valuing other cultures, cultural diversity) Openness (to intercultural learning and to people from other cultures, withholding judgment) Curiosity and discovery (tolerating ambiguity and uncertainty)

NOTES:

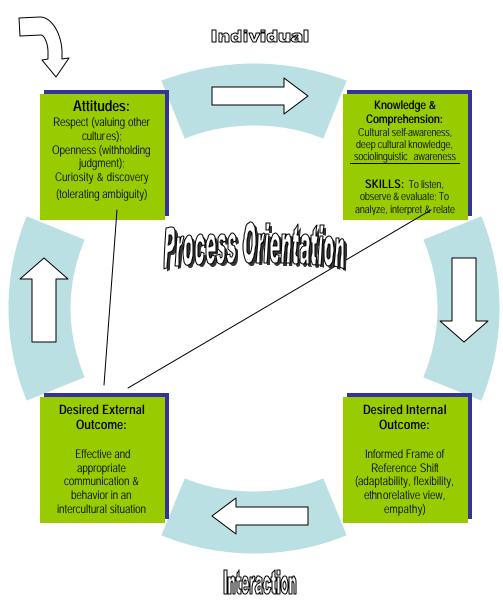
- *Move from personal level (attitude) to interpersonal/interactive level (outcomes)*
- Degree of intercultural competence depends on acquired degree of underlying elements

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Process Model of Intercultural Competence (Deardorff, 2006, 2009):

Notes:

- Begin with attitudes; Move from individual level (attitudes) to interaction level (outcomes)
- Degree of intercultural competence depends on acquired degree of attitudes, knowledge/comprehension, and skills Copyright 2006 by D.K. Deardorff