

INTERCULTURAL COMPETENCE 7TH EDITION LUSTIG

Intercultural Competence

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Intercultural Competence

Striking a unique balance between skills and theory, Intercultural Competence provides readers with the background and confidence to succeed in today's multi-cultural environment. Blending both the practical and the theoretical, the concrete and the abstract, this book is both enjoyable to read and thoroughly researched. By clearly explaining different theories and the significance of cultural patterns and having readers practice what they learn via examples in the book, Intercultural Competence better prepares readers to interact in intercultural relationships. The book also provides a discussion of important ethical and social issues relating to intercultural communication. The authors cover American multiculturalism as well as global cultural issues. For anyone interested in intercultural communication.

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Manual for developing intercultural competencies

"This book presents a structured yet flexible methodology for developing intercultural competence in a variety of contexts, both formal and informal. Piloted around the world by UNESCO, this methodology has proven to be effective in a range of different contexts and focused on a variety of different issues. It therefore can be considered an important resource for anyone concerned with effectively managing the growing cultural diversity within our societies to ensure inclusive and sustainable development. Intercultural competence refers to the skills, attitudes and behaviours needed to improve interactions across difference, whether within a society (differences due to age, gender, religion, socio-economic status, political affiliation, ethnicity, and so on) or across borders. The book serves as a tool to develop those competences, presenting an innovative adaptation of what could be considered an ancient tradition of storytelling found in many cultures. Through engaging in the methodology, participants develop key elements of intercultural competence including greater self-awareness, openness, respect, reflexivity, empathy, increased awareness of others, and in the end, greater cultural humility. This book will be of great interest to intercultural trainers, policymakers, development practitioners, educators, community organizers, civil society leaders, university lecturers and students -- all who are interested in developing intercultural competence as a means to understand and appreciate difference, develop relationships with those across difference, engage in intercultural dialogue and bridge societal divides"--

Intercultural Communication Competence

Bringing together current research, theories and methods from leading scholars in the field, this volume is a state-of-the-art study of intercultural communication competence and effectiveness. In the first part, contributors analyze the conceptual decisions made in intercultural communication competence research by examining decisions regarding conceptualization, operationalization, research design and sampling. The second part presents four different theoretical orientations while illustrating how each person's theoretical bias directs the focus of research. Lastly, both quantitative and qualitative research approaches used in studying intercultural communication competence are examined.

Outlines and Highlights for Intercultural Competence

Never HIGHLIGHT a Book Again! Virtually all testable terms, concepts, persons, places, and events are included. Cram101 Textbook Outlines gives all of the outlines, highlights, notes for your textbook with optional online practice tests. Only Cram101 Outlines are Textbook Specific. Cram101 is NOT the Textbook. Accompanys: 9780205453528

Introducing Intercultural Communication

Books on intercultural communication are rarely written with an intercultural readership in mind. In contrast, this multinational team of authors has put together an introduction to communicating across cultures that uses examples and case studies from around the world. The book further covers essential new topics, including international conflict, social networking, migration, and the effects technology and mass media play in the globalization of communication. Written to be accessible for international students too, this text situates communication theory in a truly global perspective. Each chapter brings to life the links between theory and practice and between the global and the local, introducing key theories and their practical applications. Along the way, you will be supported with first-rate learning resources, including: • theory corners with concise, boxed-out digests of key theoretical concepts • case illustrations putting the main points of each chapter into context • learning objectives, discussion questions, key terms and further reading framing each chapter and stimulating further discussion • a companion website containing resources for instructors, including multiple choice questions, presentation slides, exercises and activities, and teaching notes. This book will not merely guide you to success in your studies, but will teach you to become a more critical consumer of information and understand the influence of your own culture on how you view yourself and others.

STUDYGUIDE FOR INTERCULTURAL C

Never HIGHLIGHT a Book Again! Includes all testable terms, concepts, persons, places, and events. Just the FACTS101 provides the essentials of the textbook: all of the outlines, highlights, and quizzes for your textbook with optional online comprehensive practice tests. Only Facts101. Accompanies: 9780205211241. This item is printed on demand.

The SAGE Handbook of Intercultural Competence

Containing chapters by some of the world's leading experts and scholars on the subject, this book provides a broad context for intercultural competence. Including the latest research on intercultural models and theories, it presents guidance on assessing intercultural competence through the exploration of key assessment principles.

Metaphor and Intercultural Communication

Metaphor and Intercultural Communication examines in detail the dynamics of metaphor in interlingual contact, translation and globalization processes. Its case-studies, which combine methods of cognitive metaphor theory with those of corpus-based and discourse-oriented research, cover contact linguistic and cultural contacts between Chinese, English including Translational English and Aboriginal English, Greek, Kabyle, Romanian, Russian, Serbian, and Spanish. Part I introduces readers to practical and methodological problems of the intercultural transfer of metaphor through empirical (corpus-based and experimental) studies of translators' experiences and strategies in dealing with figurative language in a variety of contexts. Part II explores the universality-relativity dimension of cross- and intercultural metaphor on the basis of empirical data from various European and non-European cultures. Part III investigates the socio-economic and political consequences of figurative language use through case studies of communication between aboriginal and mainstream cultures, in the media, in political discourse and gender-related discourses. Special attention is paid to cases of miscommunication and of deliberate re- and counter-conceptualisation of clichés from one

culture into another. The results open new perspectives on some of the basic assumptions of the 'classic' cognitive paradigm, e.g. regarding metaphor understanding, linguistic relativity and concept-construction.

Revel -- Print Offer Sticker -- For Intercultural Competence

Packed with current research and examples, bestselling *COMMUNICATION BETWEEN CULTURES*, 9E equips readers with a deep understanding and appreciation of different cultures while helping them develop practical communication skills. Part I introduces the study of communication and culture; Part II focuses on the ability of culture to shape and modify our view of reality; Part III puts the theory of intercultural communication into practice; and Part IV converts knowledge into action. This is the only text to consistently emphasize religion and history as key variables in intercultural communication. Compelling examples help readers examine their own assumptions, perceptions, and cultural biases--so they can understand the subtle and profound ways culture affects communication. The ninth edition offers expanded discussions of the impact of globalization, a new chapter on intercultural communication competence, and more coverage of new technology. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Communication Between Cultures

Organized around basic questions related to intercultural interaction, this text explores how culture and communication are intimately related. The author discusses the roles of rituals and social dramas not typically found in other texts and provides an extensive and relevant discussion of differing worldviews. Making extensive use of narrative to help promote interest and learning, the text is geared to practical applications which students can incorporate into their own lives and interactions with others.

Among Cultures

It is now widely recognised that learning a language should not just involve linguistic competence but also intercultural competence. It is also clear that intercultural competence can be developed through related subjects such as geography, history, mother tongue teaching. This book takes this as a given and provides practical help for teachers who wish to help their learners acquire intercultural competence in the ordinary classroom. It contains descriptions of lessons and materials from a wide range of classrooms in several countries and for beginners to advanced learners.

Developing Intercultural Competence in Practice

This book investigates intercultural service encounters (ICSEs) in light of the rapidly globalizing world economy, examining the extant literature on the topic and identifying areas which require further exploration. With a focus on intercultural communication and competence, the author analyses diverse conceptual frameworks, providing theoretical models and practical initiatives for those working within the services marketing industry. An excellent resource for anyone interested in how culture shapes customer and employee expectations and perceptions, this book addresses the potential implications and limitations of future models.

Intercultural Service Encounters

In 1980, SAGE published Geert Hofstede's *Culture's Consequences*. It opens with a quote from Blaise Pascal: "There are truths on this side of the Pyrenees that are falsehoods on the other." The book became a classic—one of the most cited sources in the Social Science Citation Index—and subsequently appeared in a second edition in 2001. This new SAGE *Encyclopedia of Intercultural Competence* picks up on themes explored in that book. Cultural competence refers to the set of attitudes, practices, and policies that enables a

person or agency to work well with people from differing cultural groups. Other related terms include cultural sensitivity, transcultural skills, diversity competence, and multicultural expertise. What defines a culture? What barriers might block successful communication between individuals or agencies of differing cultures? How can those barriers be understood and navigated to enhance intercultural communication and understanding? These questions and more are explained within the pages of this new reference work. Key Features: 300 to 350 entries organized in A-to-Z fashion in two volumes Signed entries that conclude with Cross-References and Suggestions for Further Readings Thematic "Reader's Guide" in the front matter grouping related entries by broad topic areas Chronology that provides a historical perspective of the development of cultural competence as a discrete field of study Resources appendix and a comprehensive Index The SAGE Encyclopedia of Intercultural Competence is an authoritative and rigorous source on intercultural competence and related issues, making it a must-have reference for all academic libraries.

The SAGE Encyclopedia of Intercultural Competence

This book addresses one of the most critical issues facing global business leaders and the multicultural workforce – how to work and relate effectively in the intercultural contexts. The author presents business professionals, practitioners and academics with the Collaborative Intercultural Competence Model. Based on solid theoretical assumptions and real intercultural experiences, this model is to help professionals work more effectively across and within cultures. This book expands the traditional presentation of existing knowledge by providing a unified discussion of intercultural communication and its conceptual foundations. The book offers readers with a contemporary insight into the intercultural competence phenomenon and highlights the basis for its experience-based inquiry, assessment and development. A distinctive feature of Intercultural Competence in Organizations is its comprehensive coverage of the intercultural competence framework from both communication and organizational behavior perspectives. This book does not cover traditional areas of international business, international management, global management strategy and policy and cross-cultural comparative management, but focuses on theoretical foundations of intercultural competence and intercultural competence research and practice. The author describes the complex nature of intercultural competence in a straightforward format which helps professionals, practitioners and students to envision a variety of intercultural situations in which they may behave competently. Thus, the conceptual acumen of this title is to understand the premises of intercultural competence, embrace its theoretical assumptions, see its practical applicability, and advance individual intercultural competence. Featuring examples and skill development exercises, this book will be appealing to professionals, practitioners, students, academics and policy makers in the field of international business, management and communication. "Dr. Matveev challenges his readers to develop their intercultural competence so as to make themselves more effective, more humane and more socially skilled in a world that increasingly involves extensive contact across various groups of people." --from the Foreword by Richard W. Brislin, University of Hawaii "Dr. Matveev creates an awareness of intercultural competence by exposing the reader to the theoretical concepts and practical tools. Business people and academics will use this book to recognize and leverage the benefits of cultural diversity." --Berthold Mukuahima, Director of Human Capital, Ohlthaver & List Group, Namibia "Dr. Matveev reveals how intercultural competence of professional multicultural teams helps in achieving corporate competitive advantage and longevity in a challenging globalized world. This book is very useful for managers, scholars and students who want to elevate the efficacy of intercultural relationship in their professional and personal lives." --Sre?ko ?ebon, Management Board Member, Sava Reinsurance Company, Slovenia /div

Intercultural Competence in Organizations

This practical guide is a must read for students interested in developing the attitudes, knowledge, skills, and values that foster positive relationships with people from diverse cultures both within and outside of the workplace. It contains real-life examples from students drawn from the authors' work across different countries. In an age of growing diversity and increasing global mobility, living and working with people from different cultural backgrounds is becoming the norm. To address this complex topic, the authors invite

students to consider key questions such as: How do our cultural backgrounds influence our behavior towards others? What is intercultural competence and how can it help students to get along in work and life? How can institutions help students to develop intercultural competence? What does it have to do with topics like prejudice, discrimination, and racism? How can intercultural competence facilitate social change and help students to succeed in their careers? Written for students in any country and studying in any discipline, this book includes practical activities designed to help students to develop intercultural competence throughout their time at college or university. It is useful for students as an autonomous learning source, or as a resource for taught courses. Drawing on a comprehensive and rigorous knowledge of the field, the authors have written a thought-provoking analysis and a practical guide to understanding and enacting Intercultural Competence. I learnt from and admire their ambitious vision of the significance of intercultural competence for society and for the lives and careers of their readers.— Michael Byram, author of *Teaching and Assessing Intercultural Communicative Competence*, Durham University, UK This is a wonderfully readable book, which carefully and clearly explains the concept of intercultural competence, exploring its implications for addressing many of the most crucial issues facing the world today. Based on impeccable scholarship, and containing a wealth of practical activities, this book is highly recommended for students and interested laypeople alike.— Martyn Barrett, University of Surrey, UK An exceptionally user-friendly and theory-informed guidebook that would not only benefit university students but anyone with an interest in intercultural communication. The book is second to none in terms of clarity of presentation and coverage of concepts, models and practical ideas relevant to intercultural competence for the contemporary society.—Anwei Feng, University of Nottingham Ningbo, China An essential handbook and excellent addition to conventional textbooks. Nuanced and down-to-earth explanations about intercultural communication which are accessible to everyone. Insightful explanations for educators and students alike. Easy to use self-study guide with thought-provoking exercises. This book has been long needed and has come at just the right time. --Ivett Guntersdorfer, Founder and Director of the Intercultural Communication Certificate Program, Ludwig-Maximilians-Universität München, Germany

Intercultural Competence for College and University Students

In the globally interconnected world, conflicts often arise as a result of tensions between different cultural perceptions and diverse social preferences. Effectively managing conflicts and harmonizing intercultural relationships are essential tasks of intercultural communication research. This book seeks to find effective intercultural conflict management solutions by bringing together a group of leading international scholars from different disciplines to tackle the problem. Consisting of two parts, this book covers major theoretical perspectives of conflict management and harmony development in the first and conflict management and harmony development in different cultural contexts in the second. Integrating the latest work on conflict management and intercultural harmony, *Conflict Management and Intercultural Communication* takes an interdisciplinary approach, adopts diverse perspectives, and provides for a wide range of discussions. It will serve as a useful resource for teachers, researchers, students and professionals alike.

Intercultural Communication and Diplomacy

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Conflict Management and Intercultural Communication

AmongUS presents readings from individuals whose intercultural experiences give insights on how to achieve a fair multicultural society where cultural identities are celebrated and maintained. The essays provide a rich source of materials to teach a broad array of interpersonal, sociological, and psychological concepts that apply to educational, business, and cultural settings. The authors have arranged the book around four themes: Identity, Negotiating Intercultural Competence, Racism and Prejudice, and Belonging to Multiple Cultures. New to the 2nd Edition A new text organization -- rearrangement of the sections and of the essays within each section -- provides a better depiction of the processes when living in an intercultural world. 10 new essays enhance and broaden the text's range of intercultural voices and experiences. Included among these new essays are "second" essays from authors (Mei Lin Swanson Kroll, Alfred J. Guillaume, Jr., Vickie Marie, and Tadasu "Todd" Imahori) who describe an ongoing intercultural journey in which the author continues to learn and to live. "Culture Concepts" boxes provide more explicit links to the theory that underlies the lived experiences that are depicted. Each essay concludes with exercises and discussion questions, "Learning AmongUS," that encourage students to analyze and reflect on the essay. The new edition contains more direct and straightforward links with the authors' other intercultural text, Intercultural Competence, allowing easier use for instructors who teach with both texts in their course. Praise for AmongUS "The fact that the text is a reader makes it stand out among the rest. Its first-person narrative style is so engaging. We slip into another's skin for a moment. We feel what they feel and then slip out again changed. The text truly has this kind of impact on many of my students. It offers the understanding of intercultural issues that are less accessible in the traditional textbook." --Desiree C. Duff, Cornerstone University

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The Global Intercultural Communication Reader is the first anthology to take a distinctly non-Eurocentric approach to the study of culture and communication. In this expanded second edition, editors Molefi Kete Asante, Yoshitaka Miike, and Jing Yin bring together thirty-two essential readings for students of cross-cultural, intercultural, and international communication. This stand-out collection aims to broaden and deepen the scope of the field by placing an emphasis on diversity, including work from authors across the globe examining the processes and politics of intercultural communication from critical, historical, and indigenous perspectives. The collection covers a wide range of topics: the emergence and evolution of the field; issues and challenges in cross-cultural and intercultural inquiry; cultural wisdom and communication practices in context; identity and intercultural competence in a multicultural society; the effects of globalization; and ethical considerations. Many readings first appeared outside the mainstream Western academy and offer diverse theoretical lenses on culture and communication practices in the world community. Organized into five themed sections for easy classroom use, The Global Intercultural Communication Reader includes a detailed bibliography that will be a crucial resource for today's students of intercultural communication.

AmongUS

A collection of essays covering cultural identity, understanding diversity, co-cultures in the United States, and how to improve your intercultural communication skills.

The Global Intercultural Communication Reader

In Intercultural Communication, the authors draw on their deep intercultural experience to show us how to build successful communication bridges across diverse cultures. The book explores various theoretical positions on global communication ethics and norms by providing an overview of the contemporary socio-cultural situation and seeking ways in which common ground may be found between these different

positions. The authors raise points of critical reflection on intercultural events and issues in various areas of communication including health, work, environment and education. The book also covers a range of issues, from the interactions of various cultures to the expansion of social organizations and the growing global infrastructure.

Intercultural Communication

This book presents a concise critical overview of the literature on intercultural communicative competence (ICC) and offers insights into research on this concept. As a novel contribution to the field, the book frames ICC in relation to other learner variables, such as motivation, willingness to communicate, communication apprehension, and self-perceived communication competence. Based on empirical data, the study proposes and tests a model of English majors' ICC interacting with individual differences related to L2 communication. The findings highlight that students' beliefs about their own performance, their apprehension from communication situations and their language learning motivation were successfully integrated into a new model of intercultural communicative competence as understood in an interactional EFL context.

Intercultural Competence

This new edition of a business textbook bestseller has been completely updated to reflect the numerous global changes that have occurred since 1999: globalization, SARS, AIDS, the handover of Hong Kong, and so forth. In particular, the book presents a fuller discussion of global business today. Also, issues of terrorism and state security as they affect culture and business are discussed substantially. The structure and content of the book remains the same, with thorough updating of the plentiful region and country descriptions, demographic data, graphs and maps. This book differs from textbooks on International Management because it zeroes in on culture as the crucial dimension and educates students about the cultures around the world so they will be better prepared to work successfully for a multinational corporation or in a global context.

Intercultural Communication

Diversity in the workforce can be attributed to both a popular, cultural shift and legislative intervention. Despite these forces, discrimination endures in all aspects of Western society from education to employment. Unequal pay and opportunities for promotion are symptoms of a systematic discrimination of individuals based on race and gender. The Handbook of Research on Race, Gender, and the Fight for Equality provides a critical look at race, gender, and modern day discrimination. Focusing on workplace and educational dynamics, the research found within this book addresses equal opportunity and diversity requirements from a myriad of perspectives. This book is an essential reference source for professionals and researchers working in equality as well as managers and those in leadership roles.

Intercultural Communicative Competence and Individual Differences

Today, gender inequality and diversity are at the forefront of discussion, as the issue has become an international concern for politicians, government agencies, social activists, and the general public. Consequently, the need to foster and sustain diversity and inclusiveness in the interactions among various groups of people is relevant today more than ever. Gender and Diversity: Concepts, Methodologies, Tools, and Applications provides a critical look at gender and modern-day discrimination and solutions to creating sustainable diversity across numerous contexts and fields. Highlighting a range of topics such as anti-discrimination measures, workforce diversity, and gender inequality, this multi-volume book is designed for legislators and policy makers, practitioners, academicians, gender studies researchers, and graduate-level students interested in all aspects of gender and diversity studies.

Managing Cultural Differences

Diversity at Work: The Practice of Inclusion How can organizations, their leaders, and their people benefit from diversity? The answer, according to this cutting-edge book, is the practice of inclusion. *Diversity at Work: The Practice of Inclusion* (a volume in SIOP's Professional Practice Series) presents detailed solutions for the challenge of inclusion—how to fully connect with, engage, and empower people across all types of differences. Its editors and chapter authors—all topic experts ranging from internal and external change agents to academics—effectively translate theories and research on diversity into the applied practice of inclusion. Readers will learn about the critical issues involved in framing, designing, and implementing inclusion initiatives in organizations and supporting individuals to develop competencies for inclusion. The authors' diverse voices combine to provide an innovative and expansive model of the practice of inclusion and to address its key aspects at the individual, group, and organizational levels. The book, designed to be a hands-on resource, provides case studies and illustrations to show how diversity and inclusion operate in a variety of settings, effectively highlighting the practices needed to benefit from diversity. This comprehensive handbook: Explains how to conceptualize, operationalize, and implement inclusion in organizations. Connects inclusion to multiple dimensions of diversity (including gender, race, ethnicity, nationality, social class, religion, profession, and many others) in integrative ways, incorporating specific and relevant examples. Includes models, illustrations, and cases showing how to apply the principles and practices of inclusion. Addresses international and multicultural perspectives throughout, including many examples. Provides practitioners with key perspectives and tools for thinking about and fostering inclusion in a variety of organizational contexts. Provides HR professionals, industrial-organizational psychologists, D&I practitioners, and those in related fields—as well as anyone interested in enhancing the workplace—with a one-stop resource on the latest knowledge regarding diversity and the practice of inclusion in organizations. This vital resource offers a clear understanding of and a way to navigate the challenges of creating and sustaining inclusion initiatives that truly work.

Handbook of Research on Race, Gender, and the Fight for Equality

Using the concept of “civility” as the major theme, this fully updated second edition offers a unique and alternative way to teach and learn about communication. The book brings together discrete areas that explore the fundamentals of communication and intrapersonal communication, interpersonal communication, small group communication, and public speaking. Every chapter includes theories, concepts, and examples that allow students to use civil and ethical communication skills in their personal relationships, in collaboration with colleagues, and in giving public speeches and professional presentations. This new edition highlights advances in and concepts related to mediated and technology-based communication, such as chatbots, technostress, and dating apps, and shows how students can engage in civil face-to-face and mediated interaction. Additionally, each chapter includes a real-world incident that students are asked to analyze in terms of specific chapter information and skills related to civility. *Communication in a Civil Society* is an ideal textbook for Introduction to Communication, Interpersonal Communication, and Public Speaking courses. Materials for instructors including PowerPoint slides, a test bank, and an instructor's manual, are available at www.routledge.com/9781032513263.

Gender and Diversity: Concepts, Methodologies, Tools, and Applications

Intercultural Competence provides students with necessary communication skills to succeed in today's multicultural environment. Blending both the practical and theoretical, this text offers students contemporary coverage of the impact of technology on intercultural communication and cutting-edge interpersonal scholarship. The text provides a discussion of important ethical and social issues relating to intercultural communication and encourages students to apply theory through vivid examples to prepare them to interact better in intercultural relationships. **Learning Goals** Upon completing this book, readers will be able to: Understand the impact of technology on intercultural communication Explore both practical and theoretical ideas Discuss cultural identity and the role of cultural biases

Evaluating Intercultural Learning

This open access book presents the proceedings of the 3rd Indo-German Conference on Sustainability in Engineering held at Birla Institute of Technology and Science, Pilani, India, on September 16–17, 2019. Intended to foster the synergies between research and education, the conference is one of the joint activities of the BITS Pilani and TU Braunschweig conducted under the auspices of Indo-German Center for Sustainable Manufacturing, established in 2009. The book is divided into three sections: engineering, education and entrepreneurship, covering a range of topics, such as renewable energy forecasting, design & simulation, Industry 4.0, and soft & intelligent sensors for energy efficiency. It also includes case studies on lean and green manufacturing, and life cycle analysis of ceramic products, as well as papers on teaching/learning methods based on the use of learning factories to improve students' problem-solving and personal skills. Moreover, the book discusses high-tech ideas to help the large number of unemployed engineering graduates looking for jobs become tech entrepreneurs. Given its broad scope, it will appeal to academics and industry professionals alike.

Diversity at Work

Intercultural communication competence is an indispensable ability for people to interact appropriately and effectively across nations and regions in the globalized world. Competent intercultural communication enables people to reach mutual understanding as well as reciprocal relationships. In recent decades, considerable progress has been made in the research of intercultural communication competence. However, due to its complexity, many problems remain unanswered and need to be addressed. This book seeks to conceptualize intercultural communication competence from diverse perspectives, explore its re-conceptualization in globalization, and investigate its development in cultural contexts and interaction scenarios. A group of leading international scholars in different academic disciplines join to map out a comprehensive picture, providing an in-depth and up-to-date work on intercultural communication competence. The book adopts an interdisciplinary approach and enhances readers' understanding on the concept of intercultural communication competence. It is a useful source for educators, researchers, students and professionals.

Communication in a Civil Society

The sixth edition of *Experiencing Intercultural Communication, An Introduction* provides students with a framework in which they can begin building their intercultural communication skills. By understanding the complexities of intercultural communication, students will grow in their professional endeavors and personal relationships. The unique backgrounds of coauthors Judith N. Martin, a social scientist, and Thomas K. Nakayama, a critical rhetorician, bring a distinctive perspective to this thought-provoking subject matter. The Connect course for this offering includes SmartBook, an adaptive reading and study experience which guides students to master, recall, and apply key concepts while providing automatically-graded assessments. McGraw-Hill Connect® is a subscription-based learning service accessible online through your personal computer or tablet. Choose this option if your instructor will require Connect to be used in the course. Your subscription to Connect includes the following:

- SmartBook® - an adaptive digital version of the course textbook that personalizes your reading experience based on how well you are learning the content.
- Access to your instructor's homework assignments, quizzes, syllabus, notes, reminders, and other important files for the course.
- Progress dashboards that quickly show how you are performing on your assignments and tips for improvement.
- The option to purchase (for a small fee) a print version of the book. This binder-ready, loose-leaf version includes free shipping.

Complete system requirements to use Connect can be found here: <http://www.mheducation.com/highered/platforms/connect/training-support-students.html>

Instructor's Review Copy for Intercultural Competence

An Introduction to Intercultural Communication equips students with the knowledge and skills to be

competent and confident intercultural communicators. Best-selling author Fred E. Jandt guides readers through key concepts and helps them connect intercultural competence to their own life experiences in order to enhance understanding. Employing his signature accessible writing style, Jandt presents balanced, up-to-date content in a way that readers find interesting and thought-provoking. The Tenth Edition gives increased attention to contemporary social issues in today's global community such as gender identifications, social class identity, and immigration and refugees. Included with this title: The password-protected Instructor Resource Site (formally known as SAGE Edge) offers access to all text-specific resources, including a test bank and editable, chapter-specific PowerPoint® slides.

Enhancing Future Skills and Entrepreneurship

Intercultural Communication Competence

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