

Free Course Trailer

An introduction to intercultural competence in the workplace

Narrator:

Do you know what the word intercultural competence means?

Do you understand the difference between ethno-relative and ethno-centric world views?

Have you considered that culture and country being the same thing can lead to confusion and stereotypes, and that it is better to view them as two separate entities?

You might think that knowing about country facts or differences between cultures is the key to being interculturally competent – but that is in fact only a small piece of the puzzle!

This OpenLearn course, made by the open centre for languages and cultures, will explore how intercultural competence is not achieved by learning country facts, but through lifelong, holistic learning.

You will consider culture in ways that are not reductionist and essentialist, understand the properties of human communication and learn how to apply the notion of complex and dynamic identities to your own experiences.

The activities will increase your cultural self-awareness and explain how to interpret the behaviour of others who might have different experiences and beliefs from you.

The course aims to give you clarity on what is going on during an intercultural encounter, and to show you that your empathy, open-mindedness, experience, and knowledge make you very well equipped to master such situations.