



Building Cultural Competence: Innovative Activities and Models

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For HR directors, corporate trainers, college administrators, diversity trainers and study abroad educators, this book provides a cutting-edge framework and an innovative collection of ready-to-use tools and activities to help build cultural competence?from the basics of understanding core concepts of culture to the complex work of negotiating identity and resolving cultural differences.

Building Cultural Competence presents the latest work in the intercultural field and provides step-by-step instructions for how to effectively work with the new models, frameworks, and exercises for building learners' cultural competence. Featuring fresh activities and tools from experienced coaches, trainers, and facilitators from around the globe, this collection of over 50 easy-to-use activities and models has been used successfully worldwide in settings that range from Fortune 500 corporations to the World Bank, non-profits, and universities.

Learn updates on classic models like the DIE (Description, Interpretation, Evaluation) framework and the U-Curve model of adjustment. Engage in new exercises to help build intercultural competence, using the practical step-by-step guidance on how to effectively facilitate these activities. Stay relevant and have positive impact with clients, organizations, and students with these well-organized, easy-to-implement, and high impact collection of frameworks, models, and activities.

The new, research-based models work for developing cultural competence in any environment, and for designing effective cultural competence courses. Education abroad administrators will be able to use these activities in their pre- departure orientations for students going abroad. Corporate human resource professionals will find these activities invaluable in cultural competence building programs.

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Editorial Review

Review

"This book brings creativity and innovativeness to training tools, models, and activities. I fully agree with the authors that it is amazing that this important field of endeavor has made so little progress in the last 30 years. The cry for intercultural competence becomes louder at a time when we don't have to travel to find an increasingly diverse population, and thus training is needed now more than ever." (Fons Trompenaars, founder of Trompenaars Hampden-Turner, a major multinational consulting firm with offices in The Netherlands, Japan, Singapore, and US)

"Building Cultural Competence makes a valuable contribution to intercultural trainers by presenting 50+ innovative activities designed specifically for the development of intercultural competence and framing the use of these activities in terms of intercultural facilitation and intercultural development." (R. Michael Paige, author of *Education for the Intercultural Experience* and Professor of International and Intercultural Education)

"A new book of training activities is always welcome, but this volume offers something more: a thoughtful, careful analysis of how to design and execute relevant cultural training. You get the toolkit, in short, as well as guidance from some of the master builders." (Craig Sorti, author, trainer and consultant in intercultural communications)

From the Back Cover

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- *Craig Sorti, author, trainer and consultant in intercultural communications*

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- *R. Michael Paige, author of *Education for the Intercultural Experience* and Professor of International and Intercultural Education, University of Minnesota*

About the Author

Kate Berardo is a facilitator, coach and consultant who specializes in global leadership development, communications, and diverse teams. Kate helps individuals and teams to increase effectiveness, reduce miscommunication, and build stronger working relationships. Her work has spanned more than eighteen countries, involved working with individuals from over fifty nations, and been the subject of media worldwide, including CNN's Business Traveler and the Gulf News. Kate is the founder of Culturoosity.com,

the co-author of *Putting Diversity to Work* (Thomson Learning, 2003), and an author of the *Cultural Detective® Self-Discovery* and *Bridging Cultures* packages. She holds a distinguished Masters in Intercultural Communication and has lived in the US, Spain, Japan, France, United Kingdom, and Denmark. She is certified in the Myers-Briggs Type Indicator and Argonaut Online and is an active committee member of the Society for Intercultural Education, Training and Research.

Darla K. Deardorff is executive director of the Association of International Education Administrators, a national professional organization based at Duke University, where she is a Research Scholar in Education. In addition, she is an adjunct professor at North Carolina State University (NCSU) and the University of North Carolina-Chapel Hill (UNC-CH), visiting faculty at Leeds-Metropolitan University (United Kingdom) and is on faculty of the Summer Institute of Intercultural Communication in Portland, Oregon. Darla is also an Educator with Duke Corporate Education and founder of ICC Global, a global network on intercultural competence for researchers and practitioners. She has published widely on topics in international education and intercultural learning/assessment and is editor of *The SAGE Handbook of Intercultural Competence* (2009) as well as co-editor of *The SAGE Handbook of International Higher Education* (2012) and co-author of an ESL textbook, *Beneath the Tip of the Iceberg* (2011).

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