



Institute for Cross Cultural Management

Florida Institute of Technology

Assessing Intercultural Competence in Higher Education: Approach, Analyze, and Act.

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← SG14

SG12 ← SG →



Introduction and Overview

- Richard Griffith, Ph.D.
- What is Intercultural Competence (ICC)?
- How well are we measuring ICC?
- New evidenced based model of ICC
- Improving methods of ICC measurement



Intercultural Competence (ICC)

- ICC “reflects a person’s capability to gather, interpret, and act upon different cues to function effectively in a multicultural situation” (Earley & Peterson, 2004)
- Critical, but complex life skill for 21st century success
- Many assessments of ICC have been designed
- How well have we measured the construct(s)?

Validity...?



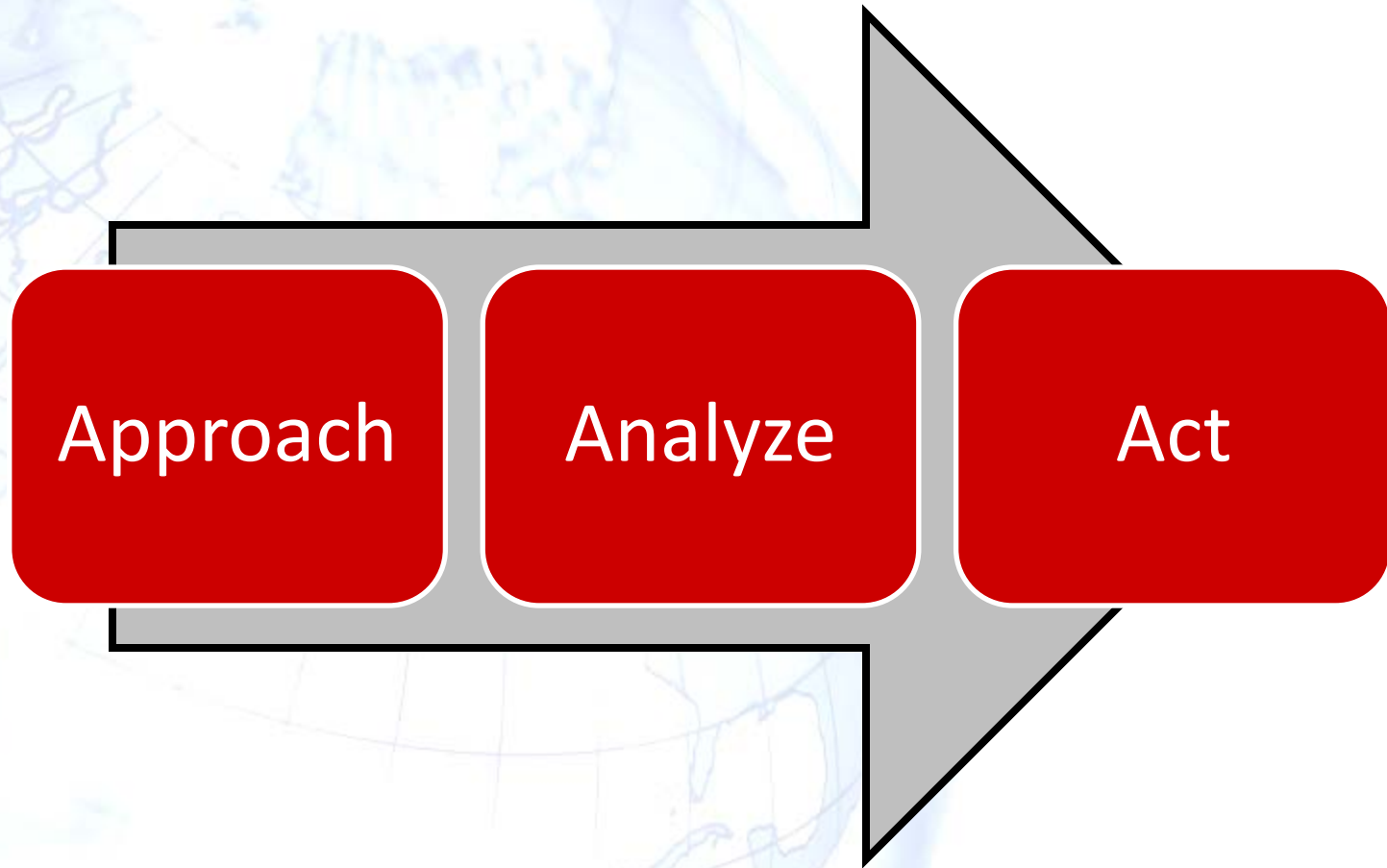


Gabrenya et al. 2012

- Imprecision in defining construct
- Absence of precise operationalization & over reliance on Likert scales
- Gabrenya et al. (2011) evaluated 34 measures
- Few demonstrated acceptable construct or criterion validity (criterion problem)



3 Stage Process Model











Approach

Tolerance for
Ambiguity

Ability to maintain composure & well-being in uncertainty without compromising effectiveness

Positive
Cultural
Orientation

Evaluation of cross-cultural situations as favorable

Self-Efficacy

Degree to which an individual believes that he or she can achieve a goal











Analyze

Self-Awareness

Degree to which an individual understands the impact of their own culture, values, and previous experiences on his or her cognitive and behavioral responses

Social Monitoring

Attention to the others' verbal, non-verbal and contextual cues and responses during a social interaction



Analyze (cont.)

Perspective Taking

Active consideration of others' potential viewpoints /
Active refrainment of preconceived cultural schema
interfering with information processing.

Cultural Knowledge Application

Utilization of relevant declarative cultural knowledge in
an interaction.



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Act

Emotional Regulation

The ability to monitor and revise emotions in an automatic or controlled manner.

Behavioral Regulation

Active monitoring and revision of behavior to activate culturally appropriate behavior and inhibit culturally inappropriate behavior.

Emotional Regulation

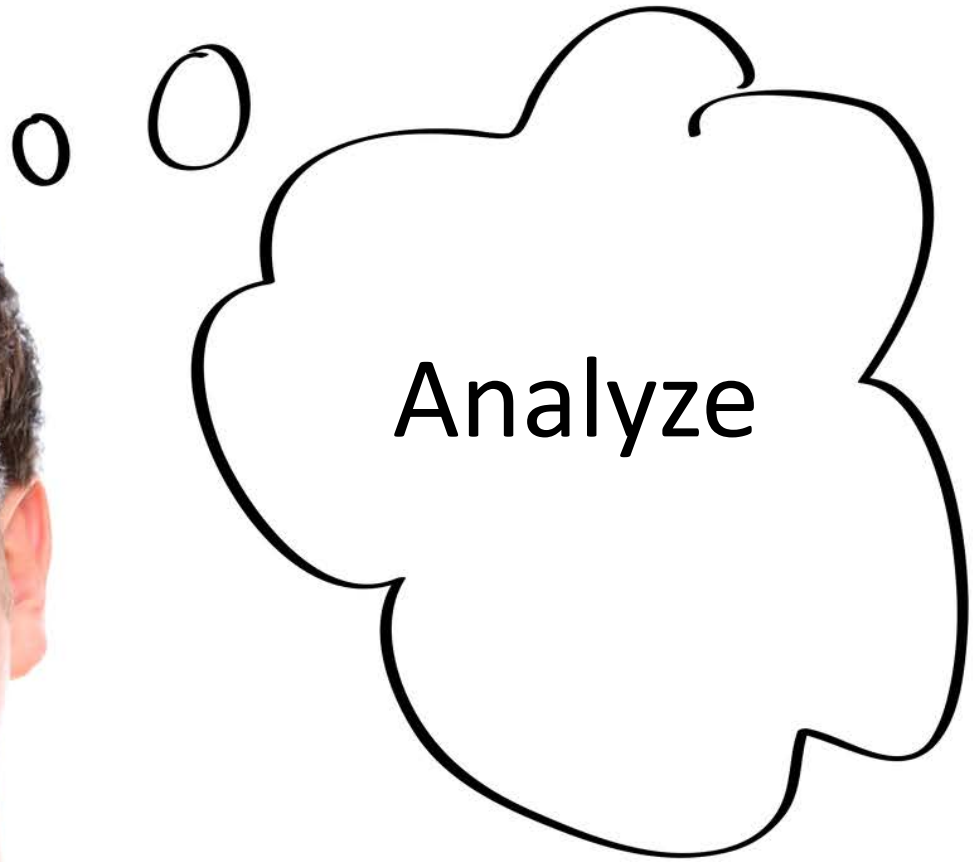


Behavioral Regulation

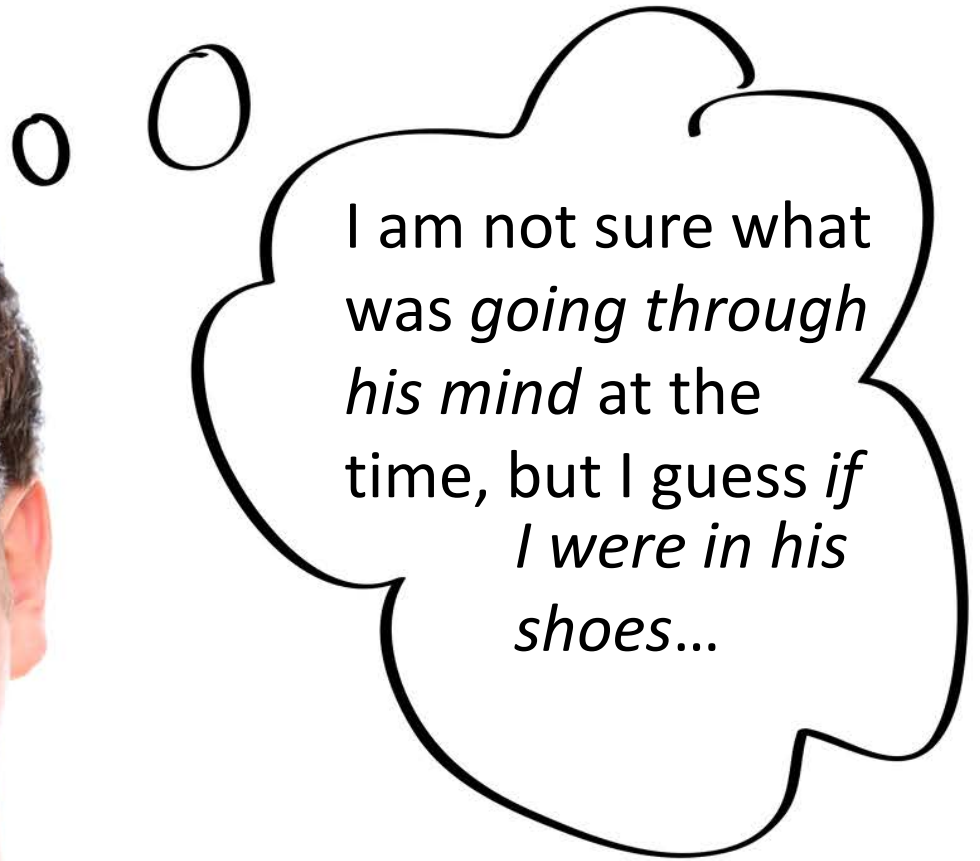




Dynamic Assessment



Analyze



I am not sure what
was *going through*
his mind at the
time, but I guess *if*
I were in his
shoes...





Summary

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Thank You!

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