

Introduction:

This activity encourages participants to engage with Stella Ting Toomey's 1999 concept of *transcultural communication competence* and apply this model to revisit and reflect on an unresolved intercultural interaction.

Facilitator Notes:**Objectives:**

As a result of this activity, participants will be able to:

1. Reflect critically on an intercultural interaction.
2. Assess the success and effectiveness of that interaction using Ting-Toomey's (1999) transcultural communication competence model.

Time:

1 hour.

Group Size:

Entire Group.

Materials:

Analysis of an Intercultural Interaction Video, Worksheet, and Essay; Transcultural Communication Competence Excerpts (all in [Downloads](#)).

Intercultural Development Continuum Stages:

- Polarization
- Minimization
- Acceptance

AAC&U Intercultural Knowledge and Competence Goals:**Cultural Self-Awareness**

- To articulate insights into own cultural rules and biases (e.g., seeking complexity; aware of how their experiences have shaped these rules, and how to recognize and respond to cultural biases, resulting in a shift in self-description).

Verbal and Nonverbal Communication

- To articulate a complex understanding of cultural differences in verbal and nonverbal communication (e.g., demonstrates understanding of the degree to which people use physical contact while communicating in different cultures or use direct/indirect and explicit/implicit meanings).
- To skillfully negotiate a shared understanding based on these differences.

Activity Instructions:

1. Instruct participants to read Stella Ting Toomey's 1999 "Transcultural Communication Competence Excerpts" (in [Downloads](#)).
2. Decide if you would like participants to engage with the Worksheet, Essay, and/or Video (all in [Downloads](#)). Depending on which one(s) you choose to assign, share the corresponding handout(s) with participants.
3. Depending on the nature of the course, you may decide to instruct participants to share their learnings via online discussion board, in small or large group via in-person group discussion, or as individual presentations.