

Introduction:

This activity encourages you 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.

Participant Instructions:

First, you will read excerpts from Stella Ting-Toomey's 1999 "Transcultural Communication Competence." Then, you will fill out the worksheet below.

Description:

Below, describe an intercultural interaction. You should choose an interaction in which you yourself took part if at all possible, as this will be more beneficial for you in terms of self-awareness. The interaction you choose should have involved some confusion, misunderstanding, conflict, or offense of some sort, on your part or on the part of others involved, and which may or may not have been resolved. Identify who was involved, where you were and under what circumstances, what was said or not said, and what happened. Think in terms of who, what, and how, but not why.

Criteria Analysis:

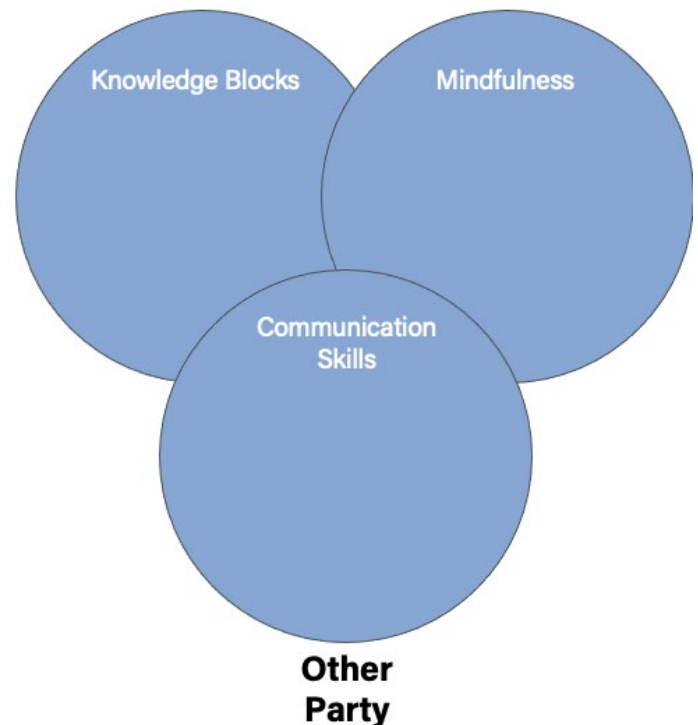
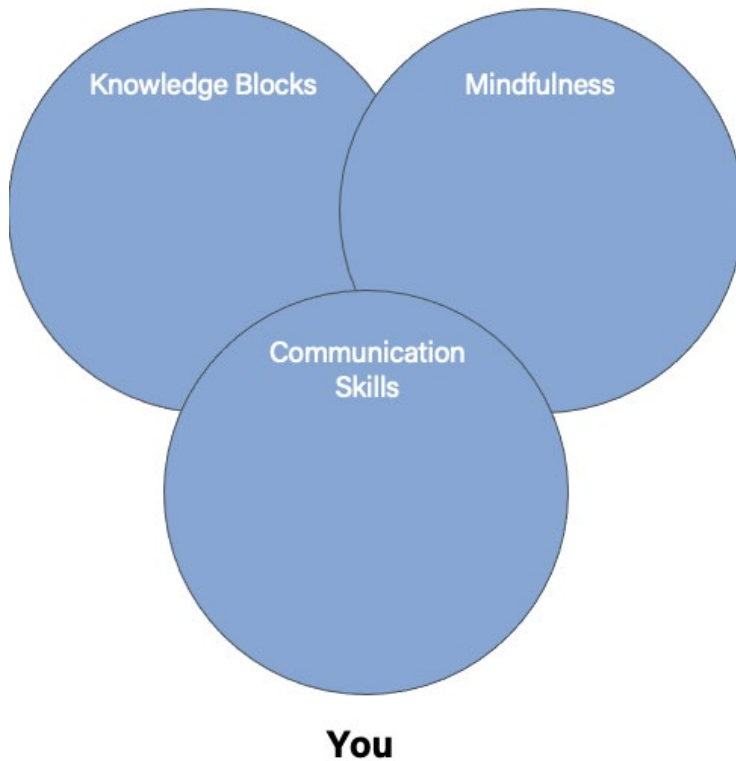
Judge the success of the interaction you described based on Stella Ting-Toomey's (1999) explication of the criteria of Transcultural Communication Competence. Analyze the situation you described with regard to each of the three criteria that Ting-Toomey discusses: appropriateness, effectiveness, and satisfaction (see diagram below). Be sure that you include perceptions of these criteria from both your perspective and the other party's point of view (for self and other):



- Appropriateness: Do you think you and other person involved acted appropriately, from each of your perspectives?
- Effectiveness: How effective were you both in understanding each other?
- Satisfaction: To what extent were your identities affirmed by each other during the interaction?

Components Analysis:

Reflect on the three components of transcultural communication competence: knowledge blocks, mindfulness, communication skills (see diagram below). In other words, if appropriateness, effectiveness, and/or satisfaction were judged to be low in the previous section, which of the blocks were missing that led to those outcomes or perceptions. If all were matched, which blocks contributed to that?



Finally, please conclude by addressing the following question: What insight and direction does this interaction provide for your personal growth in terms of intercultural competence?