



Strategies for Teaching Intercultural Competence



A successful teacher

Reflects about his own teaching practice

Tries different teaching strategies and methods

Helps his students to achieve their highest potential



ACTION RESEARCH

**How to teach business global skills
in a meaningful and effective way?**

Business English teachers

The majority of the business English interactions are taking place between non - native speakers

English has become a communicative tool among multiple cultures

Our students' main goal is to be successful when managing interpersonal and global communication skills.







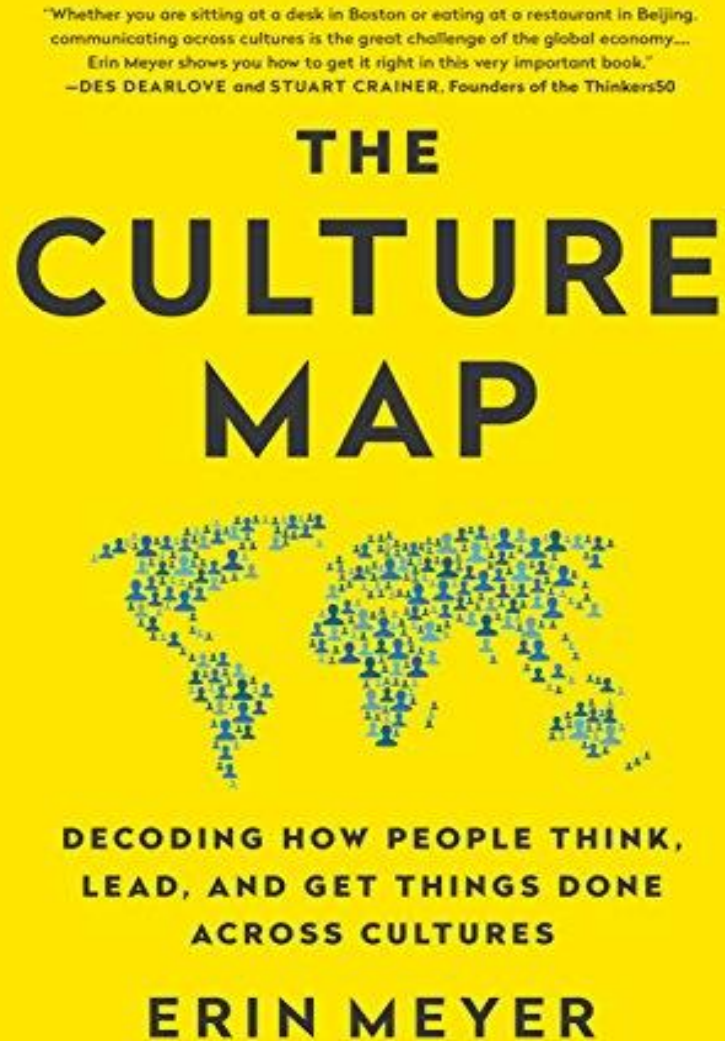


Our challenge today

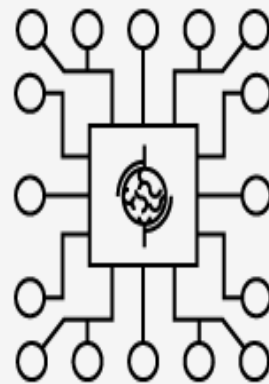
-How do we prepare students when they need more abilities than just knowing the language?

-How do we teach intercultural competence in a meaningful way?

Useful materials



Organisational Culture Scan



Successful International COMMUNICATION



Understand and enhance your communication skills



CHIA SUAN CHONG



Intercultural communication



High and Low
Power distance

High and Low
Context
Communication

Conflict
management

First findings

- ✓ **Interested and motivated students**
- ✓ **Useful materials to include in the class**

How can we make this learning process meaningful?

How can we include it in our English classes and not turn them into lectures on culture?

PRACTICE

High – Low Context Culture Communication

- ✓ Watch the video
- ✓ Take notes of the main differences between high and low context culture communication
- ✓ In groups, think about:

How would you teach this topic?

Which activities would you include?

MAIN CHALLENGES

TEACHERS

MATERIALS

BUSINESS



STRATEGIES

AWARE

COMPARE

THINK

PRACTICE

REFLECT

"Once you understand and appreciate other people's cultural backgrounds, then you can also connect with them more"

"Participating in this action research has been a really enriching experience, not only to my students, but also to myself. I learned a lot from the exchanges we had with Scarlet and the other teachers that participated. My students were really interested in the topic and they wanted to learn more about it. The lesson plans triggered many conversations and discussions. They continuously tried to apply what we were discussing to their working lives".

Mercedes Viola, director of studies

"It was a truly enriching experience. My students really enjoyed learning about other cultures and they acknowledged the importance of being aware of cultural differences. We could do follow-up activities in which students shared their experiences with people from different cultures and the topics selected provided a meaningful context to foster speaking skills".

Business English teacher
María Inés Martínez

"My experience teaching and being part of this intercultural communication project was a good one. The students learnt a lot and I myself also found these topics very interesting. In short this was a very useful, fun and fantastic project to be part of and I will use these lessons and the knowledge I have learnt when teaching future students".

Business English trainer
Ewan Hobbs

" I really enjoyed working with the Lesson Plans about intercultural competence. As someone who navigates the difference of cultures between the United States' and Latin America on a daily basis, it really made me realize the strong impact that culture, education, and societal habits have on how we interact with other people, especially those we don't know so well. It gave us many tools to be able to confront potentially awkward or confusing moments with foreigners in the workplace, as well as to have more empathy for cultures that Latinos might find "cold" or "passive" but actually have reasons for why they are as they are".

Business English teacher
Daniel Goodman



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