This monograph presents the result of the authors’ scientific research on the development of cognitive discursive approach to issues of intercultural professional and business communication (IPBC) and the study of the language of professional communication, the links binding the language with non-linguistic and extralinguistic realia in the framework of cognitive linguistics, as well as oral and written communication in intercultural professional business discourse. The authors proceed from the assumption that IPBC can only reach maximum efficiency provided that its participants assimilate its inherent norms and rules and are able to skillfully implement these norms and rules to verbalise their cognitive activity in the sphere of professional business interaction. Topics covered include: analysis of the theory of business communication, of codified and uncodified vocabulary, theory of euphemy, and euphemisms used in intercultural professional and business communication.

Exploring Intercultural Communication

Written in a conversational style, this book introduces students to the foundations of intercultural communication, a vibrant discipline within the field. Authors Stella Ting-Toomey and Leeva Chung take a multicontextual, inclusive approach that balances international and intercultural communication issues against U.S. domestic diversity issues. In addition to emphasizing a value-oriented perspective on intercultural encounters, the text contains a robust ethical chapter, complete with specific guidelines that will help students become ethical intercultural communicators. By integrating current empirical research with lively intercultural examples, the authors ask thought-provoking questions and pose ethical dilemmas for students to ponder. The text offers a sprawling treatment of such topics as ethnic and cultural identity change, culture shock and intercultural adjustment, romantic relationships and raising bicultural children, global identity challenges, and decision-making choices in intercultural ethics.NEW TO THIS EDITION: * Two new special features, Blog Pic and Blog Post, which update all the photos and poignant personal stories found throughout the first edition * A greater focus on the impact of technology on intercultural communication message exchange processes * An updated discussion of multiracial and biracial identity in Chapter 4 * Updates to the popular Jeopardy Boxes * More than 250 new references * Live-chat, a special boxed feature, which emphasizes the importance of adaptive code-switching in managing intercultural misunderstanding via lively dialogue SUPPORT PACKAGE FOR INSTRUCTORS: An Instructor's Manual / Test
Books that contain more than 500 pages of original exercises, activities, up-to-date media resources, classical and contemporary film lists, sample syllabi, and paper assignments. A password-protected Companion Website that features the Instructor's Manual, PowerPoint lecture slides, a Student Success Manual, and links to supplemental material and films.

**Enhancing Intercultural Communication in Organizations**

This handbook deals with the question of how people can best live and work with others who come from very different cultural backgrounds. Handbook of Intercultural Training provides an overview of current trends and issues in the field of intercultural training. Contributors represent a wide range of disciplines including psychology, interpersonal communication, human resource management, international management, anthropology, social work, and education. Twenty-four chapters, all new to this edition, cover an array of topics including training for specific contexts, instrumentation and methods, and training design.

**Intercultural Communication in Contexts**

This handbook takes a multi-disciplinary approach to offer a current state-of-art survey of intercultural communication (IC) studies. The chapters aim for conceptual comprehension, theoretical clarity and empirical understanding with good practical implications. Attention is mostly on face to face communication and networked communication facilitated by digital technologies, much less on technically reproduced mass communication. Contributions cover both cross cultural communication (implicit or explicit comparative works on communication practices across cultures) and intercultural communication (works on communication involving parties of diverse cultural backgrounds). Topics include generally histories of IC research, theoretical perspectives, non-western theories, and cultural communication; specifically communication styles, emotions, interpersonal relationships, ethnocentrism, stereotypes, cultural learning, cross cultural adaptation, and cross border messages; and particular context of conflicts, social change, aging, business, health, and new media. Although the book is prepared for graduate students and academicians, intercultural communication practitioners will also find something useful here.
**Handbook of Intercultural Training**

A fully revised edition of the seminal classic This classic study was originally written by Edward Stewart in 1972 and has become a seminal work in the field of intercultural relations. In this edition, Stewart and Milton J. Bennett have greatly expanded the analysis of American cultural patterns by introducing new cross-cultural comparisons and drawing on recent research on value systems, perception psychology, cultural anthropology, and intercultural communication. Beginning with a discussion of the issues relative to contact between people of different cultures, the authors examine the nature of cultural assumptions and values as a framework for cross-cultural analysis. They then analyze the human perceptual process, consider the influence of language on culture, and discuss nonverbal behavior. Central to the book is an analysis of American culture constructed along four dimensions: form of activity, form of social relations, perceptions of the world, and perception of the self. American cultural traits are isolated out, analyzed, and compared with parallel characteristics of other cultures. Finally, the cultural dimensions of communication and their implications for cross-cultural interaction are examined.

**Communication Between Cultures**

Introducing Language and Intercultural Communication is a lively and accessible introduction for undergraduates who are new to the study of intercultural communication, with a particular emphasis on the language dimension. Incorporating real-life examples from around the world and drawing on current research, this text argues against cultural stereotyping and instead provides students with a skill-building framework to enhance understanding of the complexities of language and intercultural communication in diverse international settings. Readers will learn to become more attuned to power relations and the ways in which sociopolitical forces can influence language choice/attitudes and the intercultural communication process. Features new to this edition include: Revised in-text discussion questions and the introduction of multiple exercises and examples that aim to engage students and provide a more interactive experience; New material that takes account of key social, cultural, and political events such as the refugee crisis, Brexit and the rise of populism in many parts of the world Updated theoretical constructs that reflect recent trends in this area of study such as criticality in intercultural communication An updated Companion Website
Read Book Basic Concepts Of Intercultural Communication Paradigms Principles And Practices

featuring suggested readings, links to media resources and real-world intercultural scenarios for students, as well as additional in-depth instructor resources featuring test materials, PowerPoints, key terms, extended chapter outlines, and sample assignments and syllabi. Refreshed references and glossary to enhance understanding of key terms and concepts. This is the essential text for undergraduate students who are new to the field of intercultural communication.

American Cultural Patterns

With the development of instantaneous global communication, it is vital to communicate effectively across cultural boundaries. This addition to the acclaimed Encountering Mission series is designed to offer contemporary intercultural communication insights to mission students and practitioners. Authored by leading missionary scholars with significant intercultural experience, the book explores the cultural values that show up in intercultural communication and examines how we can communicate effectively in a new cultural setting. Features such as case studies, tables, figures, and sidebars are included, making the book useful for classrooms.

Identity and Intercultural Communication

THE DEFINITIVE GUIDE TO CROSS-CULTURAL MANAGEMENT The definitive guide to cross-cultural management--updated to help you lead effectively during a time of unprecedented globalization. First published nearly 20 years ago, Riding the Waves of Culture has now become the standard guide to conducting business in an international context. Now, the third edition provides you with important new information and groundbreaking methods for leading effectively in the most globalized business landscape ever.

Intercultural Communication

This book provides a qualitative analysis of the process of consultancy, to prove how intercultural communication can solve issues rising from multiculturalism in organizations and policymaking. Experts in
intercultural consultancy examine 12 different cases from real situations, focusing on interviews with clients and the way advice is presented and discussed with them, and on collected data and the process by which it is gathered. The book proves how the mechanisms of intercultural communication can be used to foster respectful relationships between people of different cultural and linguistic backgrounds and contribute to the success of the project or organization in question. This book will be a key resource for scholars and students involved in intercultural communication, management, and consultancy, as well as professionals that are confronted in their work with diversity and would like to know more about intercultural consultancy. Additional questions for discussion and readings are available as e-resources on the Routledge Website.

Intercultural Communication

Handbook of Intercultural Training, Volume III: Area Studies in Intercultural Training deals with information about the countries in which people will be living and working, where trainers want new and better country-specific information that can be incorporated into their programs. This volume contains two parts, wherein the first part deals with training in educational institutions where existing programs are examined. An intercultural competence in bilingual teacher-training programs is presented, and the intercultural communications skills imparted to trainers/teachers are examined. Also addressed are methods to facilitate education on cross-cultural matters to college level students. To put cross-cultural relations in perspective, the topic of American and foreign students in the United States in a university context is discussed, and its implications for theory, future research, and applied intercultural programming are further examined. Part II is concerned with area studies and covers Sub-Sahara Africa, Islamic countries such as Iran, Americans in Australia, Oceania, India, Japan, Canada, and the American retiree abroad. The inclusion of this section shows the types of content that can be included in the preparation of training programs. Trainers and cross-cultural workers, foreign workers, diplomats, foreign students, immigrants, and even transients working and living in a different culture will find this volume a wealthy source of information.

Introducing Intercultural Communication

The International Encyclopedia of Intercultural Communication employs a broadly-based taxonomy of
intercultural communication (ICC) that consists of six organizing themes. Those themes are the traditional ICC core theme—known as "intercultural communication"—and five associated themes recognized as "cross-cultural communication," "cultural communication," "intergroup communication," "intercultural training," and "critical intercultural communication." This encyclopedia addresses issues of ethnicity and race in intercultural communication—not as a separate theme, but as an integral part of each thematic area. It also provides entries outside the ICC's discipline of communication, such as cross-cultural psychology, cultural anthropology, and social psychology. This work features 256 articles written by 249 authors representing 19 different countries. The articles address issues, theories, and concepts that have substantively contributed to the development of ICC theory and research (ie: Hall's high- and low-context communication systems; Hofstede's four dimensions); methodological issues of importance to ICC research (ie: emic and etic; sampling equivalence); and summaries of findings from original studies directly pertaining to the ICC domain (ie: cross-cultural psychological studies of cultural differences in variables pertaining to message processing and verbal/nonverbal communication behavior). Overview of the ICC domain as a whole Key research topics in the field with a strong global editorial team Overview essays on the six thematic areas of study Cross-over information from cross-cultural psychology, cultural anthropology, and social psychology The International Encyclopedia of Intercultural Communication is an ideal book for international communication undergraduate and graduate students as well as for academic researchers and professional practitioners of intercultural communication.

Basic Concepts of Intercultural Communication, Second Edition

Winner of the National Communication Association's International and Intercultural Communication Division's 2014 Outstanding Authored Book of the Year award This book engages the notion of cosmopolitanism as it applies to intercultural communication, which itself is undergoing a turn in its focus from post-positivistic research towards critical/interpretive and postcolonial perspectives, particularly as globalization informs more of the current and future research in the area. It emphasizes the postcolonial perspective in order to raise critical consciousness about the complexities of intercultural communication in a globalizing world, situating cosmopolitanism—the notion of global citizenship—as a multilayered lens for research. Cosmopolitanism as a theoretical repertoire provides nuanced descriptions of what it means to be and...
communicate as a global citizen, how to critically study interconnectedness within and across cultures, and how to embrace differences without glossing over them. Moving intercultural communication studies towards the global in complex and nuanced ways, this book highlights crucial links between globalization, transnationalism, postcolonialism, cosmopolitanism, social injustice and intercultural communication, and will help in the creation of classroom spaces devoted to exploring these links. It also engages the links between theory and praxis in order to move towards intercultural communication pedagogy and research that simultaneously celebrates and interrogates issues of cultural difference with the aim of creating continuity rather than chasms. In sum, this book orients intercultural communication scholarship firmly towards the critical and postcolonial, while still allowing the incorporation of traditional intercultural communication concepts, thereby preparing students, scholars, educators and interculturalists to communicate ethically in a world that is simultaneously global and local.

**Intercultural Communication**

Today, students are more familiar with other cultures than ever before because of the media, Internet, local diversity, and their own travels abroad. Using a social constructionist framework, Inter/Cultural Communication provides today's students with a rich understanding of how culture and communication affect and effect each other. Weaving multiple approaches together to provide a comprehensive understanding of and appreciation for the diversity of cultural and intercultural communication, this text helps students become more aware of their own identities and how powerful their identities can be in facilitating change—both in their own lives and in the lives of others.

**Intercultural Communication and Language Pedagogy**

Exploring Intercultural Communication investigates the role of language in intercultural communication, paying particular attention to the interplay between cultural diversity and language practice. This second edition increases and updates the coverage on emerging key topics, including symbolic power, communicative turbulence, conversational inequality, stereotypes, racism, Nationality and Ethnicity talk and the impact and role of technology in intercultural communication. Including global examples from a range of
genres, this book is an indispensable resource for students taking language and intercultural communication modules within applied linguistics, TESOL, education or communication studies courses.

The International Encyclopedia of Intercultural Communication, 3 Volume Set

'Intercultural Communication' introduces the key theories of intercultural communication and explores ways in which people communicate within and across social groups.

Understanding Intercultural Communication

In the long-awaited second edition of Basic Concepts of Intercultural Communication, Milton J. Bennett provides a comprehensive overview of the field from a constructivist perspective.

Riding the Waves of Culture

Global virtual teams (GVTs) have evolved as a common work structure in multinational corporations due to their efficiency and cost-effectiveness. The cultural differences can produce great benefits in terms of perspective, creativity, and innovation, but can also exacerbate interpersonal tensions, miscommunications, and clashing decision-making behaviors. This book outlines cultural competencies specific to GVTs and sheds light on management strategies for creating an optimal inter-cultural GVT environment. It covers theory, decision making strategies, and activities for cultural competence and problem resolution, all told through vignettes and lessons-learned.

Intercultural Communication for Global Business

Learning a new language offers a unique opportunity to discover other cultures as well as one's own. This discovery process is essential for developing 21st-century intercultural communication skills. To help prepare language teachers for their role as guides during this process, this book uses interdisciplinary research from
social sciences and applied linguistics on intercultural communication for designing teaching activities that are readily implemented in the language classroom. Diverse language examples are used throughout the book to illustrate theoretical concepts, making them accessible to language teachers at all skill levels. The chapters introduce various perspectives on culture, intercultural communicative competence, analyzing authentic language data, teaching foreign/second languages with an intercultural communication orientation, the intercultural journey, the language-culture-identity connection, as well as resolving miscommunication and cultural conflict. While the immediate audience of this book is language teachers, the ultimate beneficiaries are language learners interested in undertaking the intercultural journey.

Linguistic Pragmatics of Intercultural Professional and Business Communication

This book explores communication, culture, and intercultural communication. The emphasis is on promoting understanding of and appreciation for the rich and varied perspectives encountered in intercultural communication opportunities. Interdisciplinary in nature, the book focuses on the need to develop self-understanding as a first step to intercultural understanding, and highlights the need for the intercultural state of mind to match our multicultural world, the difficulties inherent in the quest of such an objective, the excitement of challenges on the way and the rewards of the success that are sputtering with new energy and yet waiting to be discovered. Furthermore, the book represents an initial step in the process of building competencies which may facilitate effective communication in all types of cross-cultural settings. It gives a unique outlook of how people from differing cultural backgrounds communicate, in similar and different ways among themselves, and how they endeavor to communicate across cultures. The book grows out of the philosophy that developing better interpersonal, intercultural communication skills will profoundly benefit the seven billion people who share this planet and who increasingly interact with each other by producing some guidelines with which people can successfully cope with the realities of cultural diversity, the challenges of living in a multicultural world, the need to transcend the unpredictability of intercultural interactions, the accompanying fears that such interactions often encompass, and the feeling of joy and comfort in the discovery of cultural diversity.

Education for Intercultural Citizenship

**Discovering Intercultural Communication**

A collection of essays covering cultural identity, understanding diversity, co-cultures in the United States, and how to improve your intercultural communication skills.

**Intercultural Communication**

This text addresses the core issues and concerns of intercultural communication by integrating three different perspectives: the social psychological, the interpretive, and the critical. The dialectical framework, integrated throughout the book, is used as a lens to examine the relationship of these research traditions.

**Cultivating Cosmopolitanism for Intercultural Communication**

This book provides a critical analysis of the key concepts in culture and interaction. Drawing from a breadth of perspectives and contemporary analysis, it equips students and professionals from varied backgrounds with the tools to understand, discuss and apply these concepts to their own experiences of intercultural interaction.

**Understanding Intercultural Interaction**

Uses country and international case studies to examine citizenship education from the perspective of
Intercultural Communication Competence

This textbook provides a succinct, contemporary introduction to intercultural communication with a focus on actual language use. With English as a lingua franca and Communicative Accommodation Theory as the underpinning concepts, it explores communication, language use, and culture in action. Each chapter includes discourse extracts so that students can apply what they have learned to real text examples, and supplementary instructor materials including suggestions for discussion points and activities are hosted on springer.com. The book will be key reading for students taking modules on Intercultural Communication or Language, Culture and Communication as part of a degree in Linguistics and Applied Linguistics, or English Language both at undergraduate and postgraduate level.

An Introduction to Intercultural Communication

This book brings together principles and new theories in intercultural communication in a concise and practical manner, focusing on communication as the foundation for management and global leadership. Grounded in the Cultural Intelligence Model, this compact text examines the concepts associated with understanding culture and communication in the global business environment to help readers: • Understand intercultural communication processes. • Improve self-awareness and communication in intercultural settings. • Expand skills in identifying, analyzing, and solving intercultural communication challenges at work. • Evaluate whether one’s communication has been effective. Richly illustrated with examples, activities, real-world applications, and recent case studies that make the content come alive, Intercultural Communication for Global Business is an ideal companion for any business student or manager dedicated to communicating more effectively in a globalized society.

Effective Intercultural Communication (Encountering Mission)

The use of English as a lingua franca (ELF) on a global scale forces a reassessment of our understanding of
the relationships between language, culture and identity in intercultural communication. This book outlines how we might conceive of this relationship in the fluid communicative practices of ELF, which leads to a revaluation of notions of intercultural competence and related pedagogic practices.

**Intercultural Communication**

An Introduction to Intercultural Communication equips students with the knowledge and skills to be competent and confident intercultural communicators. Best-selling author Fred E. Jandt guides readers through key concepts and helps them connect intercultural competence to their own life experiences in order to enhance understanding. Employing his signature accessible writing style, Jandt presents balanced, up-to-date content in a way that readers find interesting and thought-provoking. The Tenth Edition gives increased attention to contemporary social issues in today’s global community such as gender identifications, social class identity, and immigration and refugees.

**Introducing Language and Intercultural Communication**

The search for identity is a continuous challenge in the global world: from personal identity to social, national, European or professional identities, each person experiences nowadays a multi-dimensional self-representation. Placing the topic against an intercultural background, with a focus on communication, this book addresses the complicated relationship between self, identity, and society, from an academic perspective. The authors of the chapters in this book offer a complex landscape of professional and scholar approaches and research, in various parts of the world, including Canada, China, Estonia, France, Greece, Israel, Romania, and the United States of America.

**An Integrated Approach to Intercultural Communication**

This collection of articles includes both classic and contemporary thinking on intercultural relations.
Conflict Management and Intercultural Communication

Books on intercultural communication are rarely written with an intercultural readership in mind. In contrast, this multinational team of authors has put together an introduction to communicating across cultures that uses examples and case studies from around the world. The book further covers essential new topics, including international conflict, social networking, migration, and the effects technology and mass media play in the globalization of communication. Written to be accessible for international students too, this text situates communication theory in a truly global perspective. Each chapter brings to life the links between theory and practice and between the global and the local, introducing key theories and their practical applications. Along the way, you will be supported with first-rate learning resources, including: • theory corners with concise, boxed-out digests of key theoretical concepts • case illustrations putting the main points of each chapter into context • learning objectives, discussion questions, key terms and further reading framing each chapter and stimulating further discussion • a companion website containing resources for instructors, including multiple choice questions, presentation slides, exercises and activities, and teaching notes. This book will not merely guide you to success in your studies, but will teach you to become a more critical consumer of information and understand the influence of your own culture on how you view yourself and others.

Handbook of Intercultural Training

Intercultural competence and collaboration with individuals from diverse national origins are today important skills. This handbook comprehends an overall strategic concept for interculturality in corporations. The ability to communicate with people from diverse cultural backgrounds is becoming increasingly important. Many employers consider intercultural competence to be a key criterion for selecting qualified candidates. The authors discuss practical approaches for intercultural trainings, methodology, and evaluation procedures based on current research. They explore the intercultural factor within corporations particularly as it relates to human resource development, negotiating, dealing with conflict, and project management. Thoughts on developing an overall strategy for interculturality round off this handbook.


**Culture and Identity through English as a Lingua Franca**

Packed with current research and examples, bestselling COMMUNICATION BETWEEN CULTURES, 9E equips readers with a deep understanding and appreciation of different cultures while helping them develop practical communication skills. Part I introduces the study of communication and culture; Part II focuses on the ability of culture to shape and modify our view of reality; Part III puts the theory of intercultural communication into practice; and Part IV converts knowledge into action. This is the only text to consistently emphasize religion and history as key variables in intercultural communication. Compelling examples help readers examine their own assumptions, perceptions, and cultural biases--so they can understand the subtle and profound ways culture affects communication. The ninth edition offers expanded discussions of the impact of globalization, a new chapter on intercultural communication competence, and more coverage of new technology. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

**Basic Concepts of Intercultural Communication**

Competence in communicating across cultures is a prerequisite for success in today's fast-changing global community. In Intercultural Communication, Patel, Li and Sooknanan draw on their deep intercultural experience to show us how to build successful communication bridges across diverse cultures. The book explores various theoretical positions on global communication ethics and norms by providing an overview of the contemporary socio-cultural situation and seeking ways in which common ground may be found between these different positions. The authors raise points of critical reflection on intercultural events and issues in various areas of communication including health, work, environment and education. The book also covers a range of issues, from the interactions of various cultures to the expansion of social organizations and the growing global infrastructure. By integrating 'glocal' perspectives in intercultural communication, the book addresses the long-term strategy of developing a global community without sacrificing indigenous local values.
In the globally interconnected world, conflicts often arise as a result of tensions between different cultural perceptions and diverse social preferences. Effectively managing conflicts and harmonizing intercultural relationships are essential tasks of intercultural communication research. This book seeks to find effective intercultural conflict management solutions by bringing together a group of leading international scholars from different disciplines to tackle the problem. Consisting of two parts, this book covers major theoretical perspectives of conflict management and harmony development in the first and conflict management and harmony development in different cultural contexts in the second. Integrating the latest work on conflict management and intercultural harmony, Conflict Management and Intercultural Communication takes an interdisciplinary approach, adopts diverse perspectives, and provides for a wide range of discussions. It will serve as a useful resource for teachers, researchers, students and professionals alike.

Handbook of Intercultural Communication and Cooperation

Navigating and resolving issues in intercultural communication is an integral part of the interpreter’s role on a daily basis. This book is an essential guide to the interpersonal dimensions of intercultural communication in a variety of key interpreting contexts: business, education, law, and healthcare. Drawing on the unique perspectives of professional interpreters, Cho focuses on two key questions that remain underexamined in the field of intercultural communication: why does intercultural communication often break down, and how do individuals manage intercultural communication issues? Each chapter deals with issues pertinent to small cultural aspects of intercultural communication, including gender, ethnic migrant communities, educational cultures among migrants of Asian backgrounds, and monolingualism/monoculturalism in courtroom and refugee interview contexts. Spanning diverse geographical domains, the book highlights the impact of macro power on interpreting as well as the significance of individual agency and micro power, which can rebalance the given communicative context. Offering a comprehensive, up-to-date, innovative, and critical perspective on intercultural communication in interpreting, this is key reading for student and professional interpreters and those on courses in language and intercultural communication.

Culture Matters
Successfully communicating with people from another culture requires learning more than just their language. While fumbling a word or phrase may cause embarrassment, breaking the unspoken cultural rules that govern personal interactions can spell disaster for businesspeople, travelers, and indeed anyone who communicates across cultural boundaries. To help you avoid such damaging gaffes, Tracy Novinger has compiled this authoritative, practical guide for deciphering and following "the rules" that govern cultures, demonstrating how these rules apply to the communication issues that exist between the United States and Mexico. Novinger begins by explaining how a major proportion of communication within a culture occurs nonverbally through behavior and manners, shared attitudes, common expectations, and so on. Then, using real-life examples and anecdotes, she pinpoints the commonly occurring obstacles to communication that can arise when cultures differ in their communication techniques. She shows how these obstacles come into play in contacts between the U.S. and Mexico and demonstrates that mastering the unspoken rules of Mexican culture is a key to cementing business and social relationships. Novinger concludes with nine effective, reliable principles for successfully communicating across cultures.

**Basic Concepts of Intercultural Communication**

In the fully updated Seventh Edition of Intercultural Communication: A Contextual Approach, bestselling author James W. Neuliep provides a clear contextual model (visually depicted by a series of concentric circles) for examining communication within cultural, microcultural, environmental, sociorelational, and perceptual contexts. Students are first introduced to the broadest context—the cultural component of the model—and progress chapter by chapter through the model to the most specific dimensions of communication. Each chapter focuses on one context and explores the combination of factors within that context, including setting, situation, and circumstances. Highlighting values, ethnicity, physical geography, and attitudes, the book examines means of interaction, including body language, eye contact, and exchange of words, as well as the stages of relationships, cross-cultural management, intercultural conflict, and culture shock.

**Intercultural Communication**
Bringing together current research, theories and methods from leading scholars in the field, this volume is a state-of-the-art study of intercultural communication competence and effectiveness. In the first part, contributors analyze the conceptual decisions made in intercultural communication competence research by examining decisions regarding conceptualization, operationalization, research design and sampling. The second part presents four different theoretical orientations while illustrating how each person's theoretical bias directs the focus of research. Lastly, both quantitative and qualitative research approaches used in studying intercultural communication competence are examined.

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