INTERCULTURAL COMPETENCE MODEL


Pyramid Model of Intercultural Competence (Deardorff, 2006, 2009):

**DESIRED EXTERNAL OUTCOME:** Behaving and communicating effectively and appropriately (based on one’s intercultural knowledge, skills, and attitudes) to achieve one’s goals to some degree

**DESIRED INTERNAL OUTCOME:**

- Informed frame of reference/filter shift:
  - Adaptability (to different communication styles & behaviors; adjustment to new cultural environments);
  - Flexibility (selecting and using appropriate communication styles and behaviors; cognitive flexibility);
  - Ethnorelative view;
  - Empathy

**Knowledge & Comprehension:**
- Cultural self-awareness;
- Deep understanding and knowledge of culture (including contexts, role and impact of culture & others’ world views);
- Culture-specific information;
- Sociolinguistic awareness

**Skills:**
- To listen, observe, and interpret
- To analyze, evaluate, and relate

**Requisite Attitudes:**
- Respect (valuing other cultures, cultural diversity)
- Openness (to intercultural learning and to people from other cultures, withholding judgment)
- Curiosity and discovery (tolerating ambiguity and uncertainty)

**NOTES:**
- Move from personal level (attitude) to interpersonal/interactive level (outcomes)
- Degree of intercultural competence depends on acquired degree of underlying elements

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From “The Identification and Assessment of Intercultural Competence as a Student Outcome of Internationalization at Institutions of Higher Education in the United States”


- **Attitudes:**
  - Respect (valuing other cultures);
  - Openness (withholding judgment);
  - Curiosity & discovery (tolerating ambiguity)

- **Knowledge & Comprehension:**
  - Cultural self-awareness, deep cultural knowledge, sociolinguistic awareness

- **SKILLS:** To listen, observe & evaluate; To analyze, interpret & relate

- **Desired External Outcome:**
  - Effective and appropriate communication & behavior in an intercultural situation

- **Desired Internal Outcome:**
  - Informed Frame of Reference Shift (adaptability, flexibility, ethnorelative view, empathy)

Notes:

- Begin with attitudes: Move from individual level (attitudes) to interaction level (outcomes)
- Degree of intercultural competence depends on acquired degree of attitudes, knowledge/comprehension, and skills

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