

**ENGLISH | DUTCH | ITALIAN | NORWEGIAN | POLISH**

# Task sheets

**INTERCULTURAL COMPETENCES**



**MADE FOR:**

language teachers and  
multicultural educators

**TO BE USED WITH:**

immigrants, exchange students,  
language learners,  
and many more

**READY TO GO, EASY TO USE!**

# Task 1

## The cultural iceberg model

About 10% of an iceberg is above the water. The rest is below the surface.

Culture is very similar to an iceberg. It has some aspects that are visible and many others that can only be suspected, guessed, or learned as you grow to understand cultures.

When we enter another culture, we usually first interact only with the 10%. Sometimes people make assumptions or develop ideas about another cultural community without really understanding the deep culture that makes up the majority of that culture's values and beliefs.

Decide which features of culture are **easy to see** (above the water) and which are **difficult to see** (below the water). The numbers of items above the water and below the water are your first and second digits of the code.

NATURE OF FRIENDSHIP

IMPORTANCE OF TIME

RELIGIOUS BELIEFS

FOOD

FASHION

THE ROLE OF FAMILY

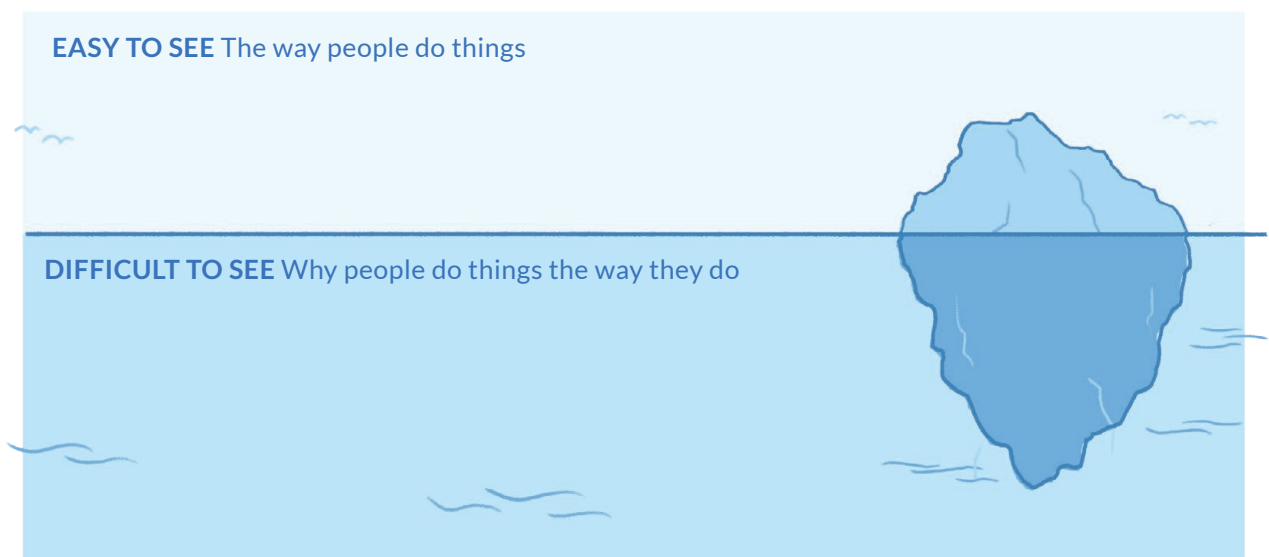
GENDER ROLES

RELIGIOUS RITUALS

RULES OF POLITENESS

TRADITIONS

CONCEPT OF BEAUTY



CODE DIGITS: \_\_\_\_\_

# Task 2

## Facts vs opinions

Stereotypes and prejudices are often based on opinions that are mistaken for facts.

A fact is something that can be proved true or false. An opinion tells a person's ideas or feelings. It cannot be proved but it can be supported or explained.

Identify the statements of fact and the statements of opinion in the table below.

Their numbers are the second and third digit of the code.

STATEMENT	FACT	OPINION
The people in Thailand are friendly.		
Christianity is a religion.		
Life is better now than it was 100 years ago.		
All citizens should have equal opportunities.		
Most people in Africa live in urban areas.		
Some girls are good at sports.		
Mexican food is delicious.		
Germany is located in central Europe.		
Summer is the best season of the year.		
Women make better teachers than men.		
TOTAL		

CODE DIGITS: \_\_\_\_\_

# Task 3

## Stereotypes

Match the words about stereotypes with their definitions. Put the number of the definition next to the word in the table. The numbers in correct order make up the code.

- 1 Fear or dislike of foreigners or strangers.
- 2 Belief that one's own group (country, race or culture) is better than other.
- 3 A negative, unfair opinion about a person or group of people based on limited information or experience.
- 4 Belief that an ethnic group is superior or inferior to other groups.

STEREOTYPE	CODE
RACISM	
XENOPHOBIA	
ETHNOCENTRISM	
PREJUDICE	

CODE DIGITS: \_\_\_\_\_



# Task 4

## Culture shock

We experience culture shock when we find ourselves in a cultural environment that is different from our own. It is a natural process with several stages. While people react differently to the changes, studies have shown that almost everyone will experience these stages.

### 1 Honeymoon

During the first few weeks, most people are fascinated by the new culture and they experience the curiosity and excitement of a tourist.

### 2 Frustration

The initial excitement disappears and you may suddenly start getting frustrated or annoyed by your new country, specifically the customs and values. You may feel hostility toward the way things are done here, and you may think that they should be done in a different way. You start to idealize life 'back home'.

### 3 Adjustment

During this stage, you begin to understand why things are done in a certain way. You start to respect the culture and traditions, whether you consider them to be good or bad. You begin to feel more comfortable in your new environment.

### 4 Adaptation

In this stage, your attitude changes and you are able to function in both the old and the new culture. There is some controversy about whether anyone can really reach this stage.

Below are some phrases spoken during different stages of culture shock. Match each phrase with the correct stage. The numbers of phrases in each stage are your code digits.

A. 'Why can't they just be on time?'

F. 'We do that too, only in a different way.'

B. 'Isn't this exciting?'

G. 'Everything here is so difficult!'

C. 'Only 2 more months before I can go home.'

H. 'I can't wait to tell my friends about this.'

D. 'Actually, I'm beginning to like this.'

I. 'On the other hand, why shouldn't they do that?'

E. 'We would never do that where I come from.'

STAGE		TOTAL
Honeymoon		
Frustration		
Adjustment		
Adaptation		

CODE DIGITS: \_\_\_\_\_

# Task 5

## Work on your intercultural competence

The table contains some useful tips on improving your intercultural communication skills.

Use the words to complete the sentences. Make the calculations to get the code.

- |             |             |             |           |
|-------------|-------------|-------------|-----------|
| 9 attention | 9 awareness | 8 nonverbal | 6 minded  |
| 5 jokes     | 5 sense     | 6 values    | 7 respect |

	NUMBER
<b>A</b> Understand your own culture first. For effective intercultural competence, the first step is self-_____.	
<b>B</b> Pay attention to_____ communication.	
<b>C</b> Be open- _____ to other people's views and values.	
<b>D</b> Avoid assuming anything as 'common _____'.	
<b>E</b> Demonstrate _____ and appreciation for different cultures.	
<b>F</b> Avoid colloquialisms, _____, and idioms.	
<b>G</b> Practice observing, actively pay _____ and listen to what people are telling you.	
<b>H</b> Learn about different cultures and _____.	

<b>A</b> - <b>B</b> = _____	<b>E</b> - <b>F</b> = _____
<b>C</b> - <b>D</b> = _____	<b>G</b> - <b>H</b> = _____

CODE DIGITS: \_\_\_\_\_

# Answer key

INTERCULTURAL COMPETENCES



# Task 1

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RELIGIOUS RITUALS

RULES OF POLITENESS

TRADITIONS

CONCEPT OF BEAUTY

**EASY TO SEE** The way people do things

FOOD FASHION TRADITIONS RELIGIOUS RITUALS

**DIFFICULT TO SEE** Why people do things the way they do

NATURE OF FRIENDSHIP IMPORTANCE OF TIME

RELIGIOUS BELIEFS THE ROLE OF FAMILY

RULES OF POLITENESS CONCEPT OF BEAUTY

GENDER ROLES

CODE DIGITS: 4, 7



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Life is better now than it was 100 years ago.		x
All citizens should have equal opportunities.		x
Most people in Africa live in urban areas.	x	
Some girls are good at sports.	x	
Mexican food is delicious.		x
Germany is located in central Europe.	x	
Summer is the best season of the year.		x
Women make better teachers than men.		x
<b>TOTAL</b>	<b>4</b>	<b>6</b>

CODE DIGITS: 4, 6

# Task 3

## Stereotypes

Match the words about stereotypes with their definitions. Put the number of the definition next to the word in the table. The numbers in correct order make up the code.

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- 4 Belief that an ethnic group is superior or inferior to other groups.

STEREOTYPE	CODE
RACISM	4
XENOPHOBIA	1
ETHNOCENTRISM	2
PREJUDICE	3

CODE DIGITS: 4, 1, 2, 3

# Task 4

## Culture shock

We experience culture shock when we find ourselves in a cultural environment that is different from our own. It is a natural process with several stages. While people react differently to the changes, studies have shown that almost everyone will experience these stages.

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C. 'Only 2 more months before I can go home.'

H. 'I can't wait to tell my friends about this.'

D. 'Actually, I'm beginning to like this.'

I. 'On the other hand, why shouldn't they do that?'

E. 'We would never do that where I come from.'

STAGE		TOTAL
Honeymoon	B, H	2
Frustration	A, C, E, G	4
Adjustment	D, I	2
Adaptation	F	1

CODE DIGITS: 2, 4, 2, 1

# Task 5

## Work on your intercultural competence

The table contains some useful tips on improving your intercultural communication skills.

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	NUMBER
<b>A</b> Understand your own culture first. For effective intercultural competence, the first step is self-_____.	9
<b>B</b> Pay attention to_____ communication.	8
<b>C</b> Be open- _____ to other people's views and values.	6
<b>D</b> Avoid assuming anything as 'common _____'.	5
<b>E</b> Demonstrate _____ and appreciation for different cultures.	7
<b>F</b> Avoid colloquialisms, _____, and idioms.	5
<b>G</b> Practice observing, actively pay _____ and listen to what people are telling you.	9
<b>H</b> Learn about different cultures and _____.	6

<b>A</b> - <b>B</b> = <u>1</u>	<b>E</b> - <b>F</b> = <u>2</u>
<b>C</b> - <b>D</b> = <u>1</u>	<b>G</b> - <b>H</b> = <u>3</u>

CODE DIGITS: 1, 1, 2, 3