



## Intercultural Group Dynamics

### Activity 2 Understanding Intercultural Incidents

#### Worksheet Gaining a 360 degree view of an intercultural / diversity challenge within the classroom

Use the following questions to help you look at and analyse the intercultural / diversity challenge in the case study with a 360 degree view. Keep a balanced focus on potential barriers (e.g. different communication styles) and potential enablers (e.g. shared values) as you analyse the situation.

|                       |  |   |   |   |
|-----------------------|--|---|---|---|
| <b>Look BETWEEN</b>   | What role could <b>CULTURES</b> be playing?  | 1 | How may the <b>COMMUNICATION</b> between the students involved impact the situation?                                  | 2 |
| <b>Look WITHIN</b>    | What are the <b>VALUES</b> that could be driving each of the students involved - which are aligned and which seem to be in conflict? |   | What are the likely <b>GOALS and EXPECTATIONS</b> of the students involved?   |   |
| <b>Look BEHIND</b>    | What <b>PRESSURES</b> and <b>MOTIVATIONS</b> could be influencing the students? What is the impact of this?                          |   | What might the <b>HISTORY</b> of the interactions be and what influence does this have?                               |   |
| <b>Look AROUND</b>    | What influence could the <b>SURROUNDING SYSTEMS and GENERAL ENVIRONMENT</b> have on all the students involved?                       |   | What is the potential impact of when and where the interactions are occurring, in other words <b>TIME and SPACE</b> ? |   |
| <b>Look TO OTHERS</b> | Who are <b>KEY STAKEHOLDERS</b> and what is their potential role in this situation?  |   | What influence could the <b>ORGANIZATIONAL STRUCTURE</b> have on the students involved?                               |   |

Adapted from: Berardo, K. (2012) *Resolve Differences Tool: A 360 Degree View on Cultural Dilemmas* in Berardo, K. and Deardorff, D.K. (2012) *Building cultural competence: Innovative activities and models*. Stylus Publishing.