



NorQuest | CENTRE FOR EXCELLENCE IN
COLLEGE **INTERCULTURAL EDUCATION**

innovative intercultural solutions



Online Workplace Language and Culture Learning Resources

for ESL Teachers and Students
Erin Waugh-NorQuest College



innovative intercultural solutions

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Acknowledgments

Project Funder

Government of Alberta ■

Alberta ■



Presentation Focus

- Project background
- Practice using materials
- Questions/Evaluation



Background

What is it?

- 10 workplace videos: five industry, five corporate
- Online learning resource: language and culture
- Facilitator/instructor guide: activities, tips, context descriptions

Why it is important?

- Link culture and language learning (pragmatics)
- Canadian content



Pragmatics

Pragmatics is socially-appropriate language use

- Talking to your leader **is different from...**
- Talking to your coworkers **which is different from...**
- Talking to new hires



Describe, Interpret, Evaluate



What would you say to your boss

Your wife or husband is sick and you have to leave work early to pick up your children from school. What would you say to your boss?



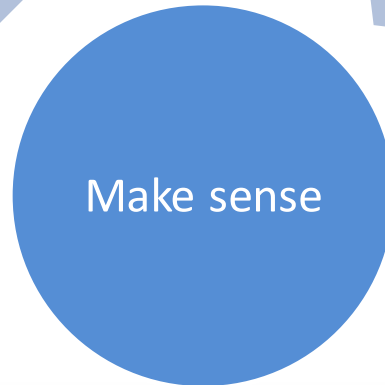
Something's Up!



What happened?
How does each person feel?



What are the judgments/conclusions of each person?



What is this about?
My 'normal' and your 'normal'

What is the shared goal?



Centre for Excellence Videos

- Videos
- Language Study Tables
- Something's Up! Examples



Culture General Framework

Language use	<ul style="list-style-type: none">• Apologizing (“My bad, I’ll fix it right away”)• Greeting (“Mornin” Not saying anything)• Clarifying (“Not sure I follow you there”, “Mind repeating that one more time?”)
Non-verbal behaviour	Different ways of: <ul style="list-style-type: none">• Gesturing• Using eye contact• Tone of voice
Communication style	<ul style="list-style-type: none">• Direct vs. indirect• Emotionally attached vs. emotionally detached
Thinking/working style	<ul style="list-style-type: none">• Task-focused vs. relationship-focused• Process-oriented vs. big picture
Cultural values	<ul style="list-style-type: none">• Individualism vs. collectivism• Linear time vs. flexible time• Low power vs. high power

IC Development

Intercultural Awareness	Intercultural Sensitivity
Mindset <ul style="list-style-type: none">• Self awareness• Cultural awareness	Heartset <ul style="list-style-type: none">• Empathy• Self-monitoring



ongoing reflective practice

Fritz, W., Möllenberg, A., & Chen, GM. (2000). *Measuring Intercultural Sensitivity in a Different Cultural Context*. Technical University of Braunschweig



Evaluation



Thank you/Questions

For more information:

Visit our website: www.norquest.ca/cfe/intercultural

or

Email us at: icinfo@norquest.ca

