



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

innovative intercultural solutions



# Online Workplace Language and Culture Learning Resources

Client Workshop

**Erin Waugh-NorQuest College**



innovative intercultural solutions

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INTERCULTURAL EDUCATION

# 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



[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Thursday, [REDACTED]  
**To:** [REDACTED]  
**Subject:** Project Update

Hello Erin,

The updated files for the JKN project are to be sent to Kelly by Friday at 3PM. Kindly refer to project timelines in the project plan if necessary. I shall also require a discussion meeting with you at some point today. Afternoon is best. Is this also an adequate time for you?

[REDACTED]

---

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



# Social Distance/Intensity of interaction

## ***Social Distance***

Low \_\_\_\_\_ High

## ***Intensity of Interaction***

Low stakes \_\_\_\_\_ High Stakes





[Redacted]

**From:** [Redacted]  
**Sent:** [Redacted]  
**To:** [Redacted]  
**Subject:** Leaving early

Hey buddy,

I have to take my wife to the doctor at 1PM today so I have to cancel our meeting. Can we reschedule for sometime tomorrow?

Thanks for your understanding,

[Redacted]

# Social Distance/Intensity of interaction

## ***Social Distance***

Low \_\_\_\_\_ High

## ***Intensity of Interaction***

Low stakes \_\_\_\_\_ High Stakes



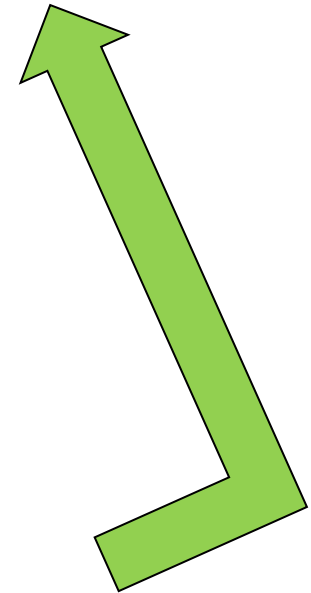
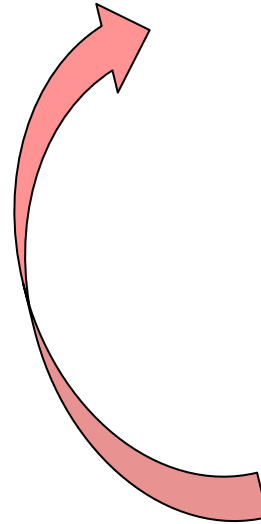
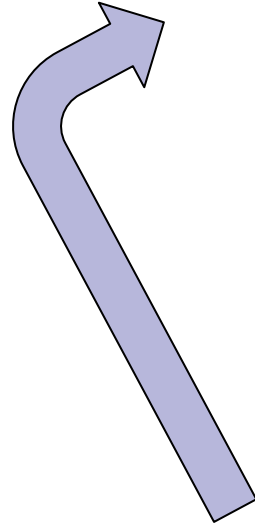
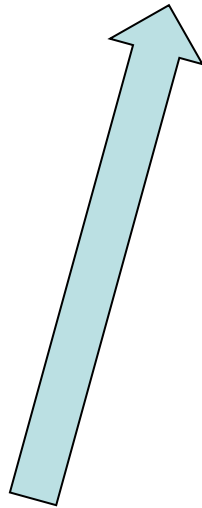
# OWLS is a workplace solution

## Challenges facing newcomers





# Goal: Ideas, Improvement, Innovations



Culture  
A

Culture  
B

Culture  
C

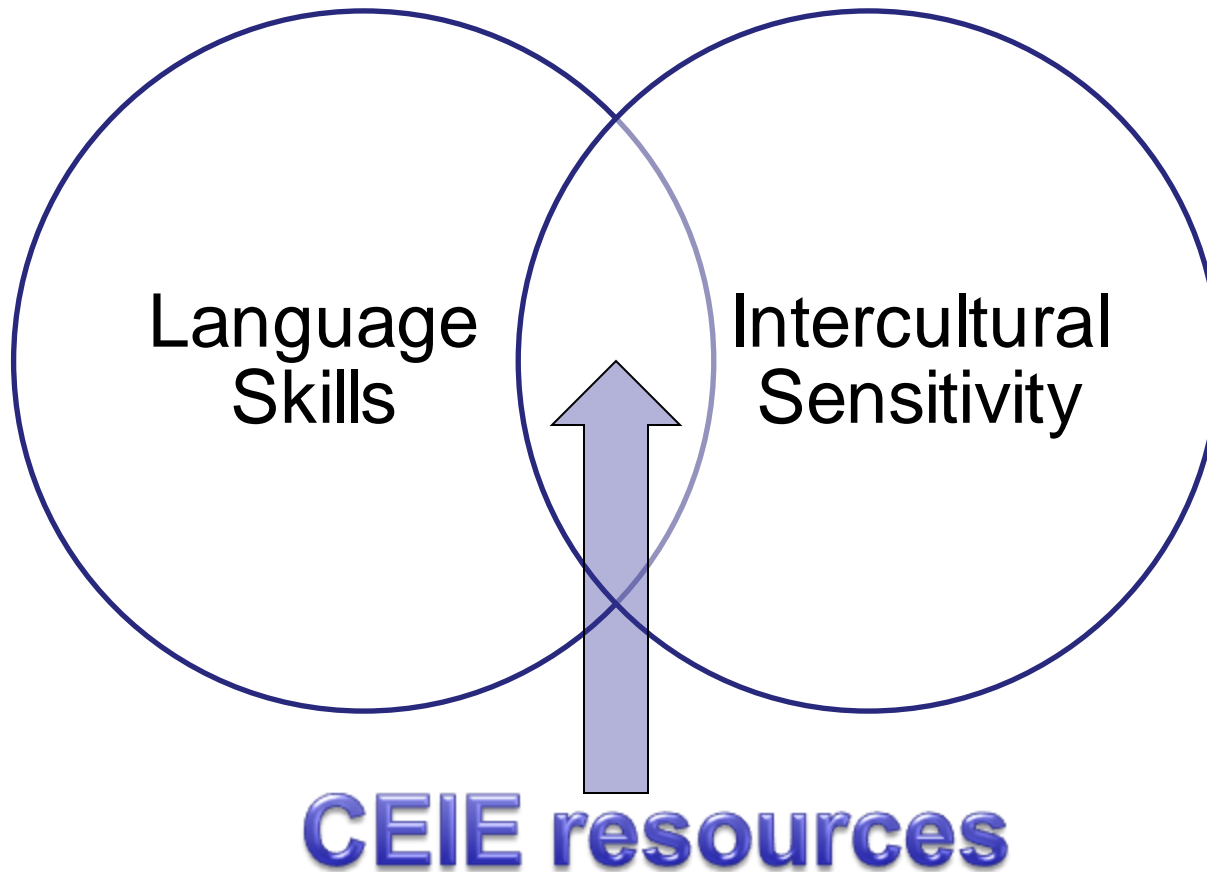
Culture  
D



# Factor 7 Counting Sticks



# Workplace Challenges





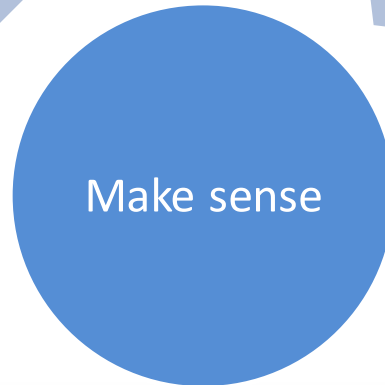
# Something's Up!



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 Website

- [Videos](#)
- [Language Study Tables](#)
- [Something's Up! Cycle](#)



# Culture General Framework

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

# Three Parts of IC competence

Intercultural Awareness	Intercultural Sensitivity	Intercultural Ability
<b>Mindset</b> <ul style="list-style-type: none"><li>• Awareness of self</li><li>• My 'normal'</li><li>• My edges</li></ul>	<b>Heartset</b> <ul style="list-style-type: none"><li>• Building empathy</li><li>• Suspending judgment</li></ul>	<b>Skillset</b> <ul style="list-style-type: none"><li>• Using Something's Up! Cycle</li><li>• Becoming even more flexible</li></ul>

ongoing reflective practice

Adapted from: 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](http://www.norquest.ca/cfe/intercultural)

or

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