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2016

Cultural Competence

Chan, Sheila

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CULTURAL COMPETENCE

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GOALS

OVERVIEW

FUTURE

MY LEARNING

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PROJECT DESCRIPTION

- Research and improve library's resources for developing intercultural competence and awareness
- For the campus community
- Support the university's global engagement initiatives

PROJECT GOALS

CRITERIA

DEVELOP

AUDIENCE

PURPOSE

SENSITIVITY

LIBRARY GUIDE

RESEARCH

INTERCULTURAL AWARENESS & COMPETENCIES

ABROAD & LOCAL

OUTREACH

PLAN

WEB

DIGITAL

EVENT

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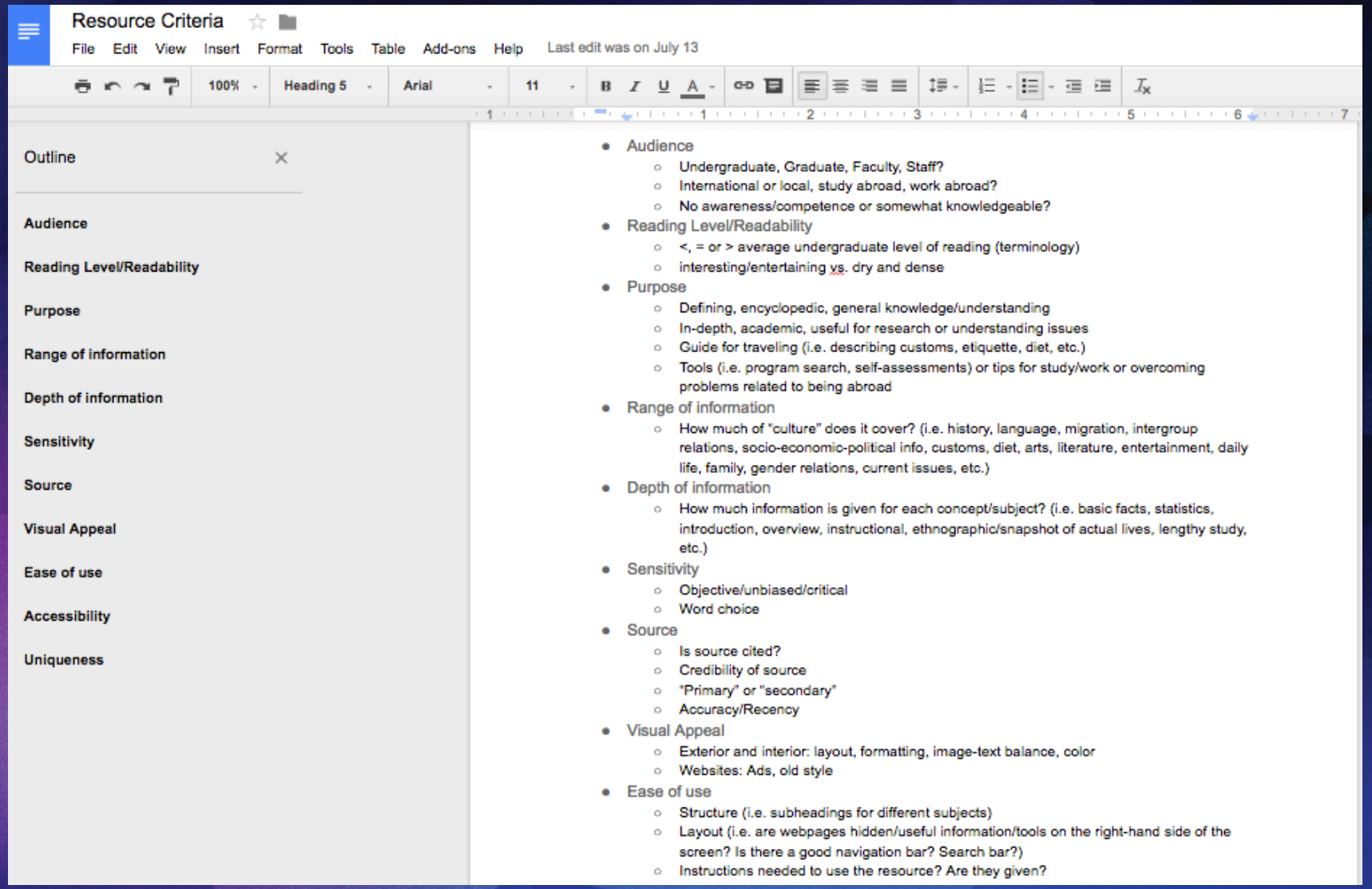
PROJECT GOALS



PROJECT OVERVIEW

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RESEARCH

LINKS TO RESOURCES

Resource	Resource link	U-M Sector	Name of Page
CultureGrams	http://workabroad.engin.umich.edu/finding-opportunities/inc	Engineering	Work Abroad Independent Search
	http://prod.lsa.umich.edu/content/ii-directory/pics/en/resour	Int'l & Comparati	Study Abroad Resources
	https://ii.umich.edu/pics/resources/study-abroad-resources	Int'l & Comparati	Study Abroad Resources
	http://kresgeguides.bus.umich.edu/BCOM350	Kresge	BCOM 350 Guide: International Communication Styles
	http://kresgeguides.bus.umich.edu/BCOM524	Kresge	BCOM 524 Guide: International Communication Styles
	http://resilient-traveling.umich.edu/resources	Resilient Travelir	Resources
	http://ssw.umich.edu/offices/global-activities/global-career-g	Social Work	Global Social Work Career Guide
GoinGlobal	https://careercenter.umich.edu/article/non-academic-job-se	Career Center	Non-Academic Job Search
	https://careercenter.umich.edu/events/30312-3404593	Career Center	Events: Going Global Training Webinar
	http://clair.si.umich.edu/wordpress/?author=1&paged=6	Computational Li	URLs
	http://workabroad.engin.umich.edu/resources/going-global/	Engineering	Work Abroad Going Global
	http://www.engin.umich.edu/college/about/cal/events/2016/	Engineering	Event: H-1B Temporary Worker in Specialty Occupations Basics
	http://fordschool.umich.edu/downloads/GlobalResume.pdf	Ford	How to Create a Global Resume/CV
	http://fordschool.umich.edu/downloads/InterviewCrossCultu	Ford	Interviewing Across Cultures
	https://www.si.umich.edu/careers/career-resources	Information	Career resources
	http://prod.lsa.umich.edu/content/ii-directory/pics/en/resour	Int'l & Comparati	Study Abroad Resources
	http://internationalcenter.umich.edu/events/studeschol_wor	Int'l Center	International Student and Scholar Workshops
	http://internationalcenter.umich.edu/swt/work/um-based-prc	Int'l Center	International Career Pathways
	http://www.internationalcenter.umich.edu/ICpresentation.pd	Int'l Center	Navigating the US Job Search

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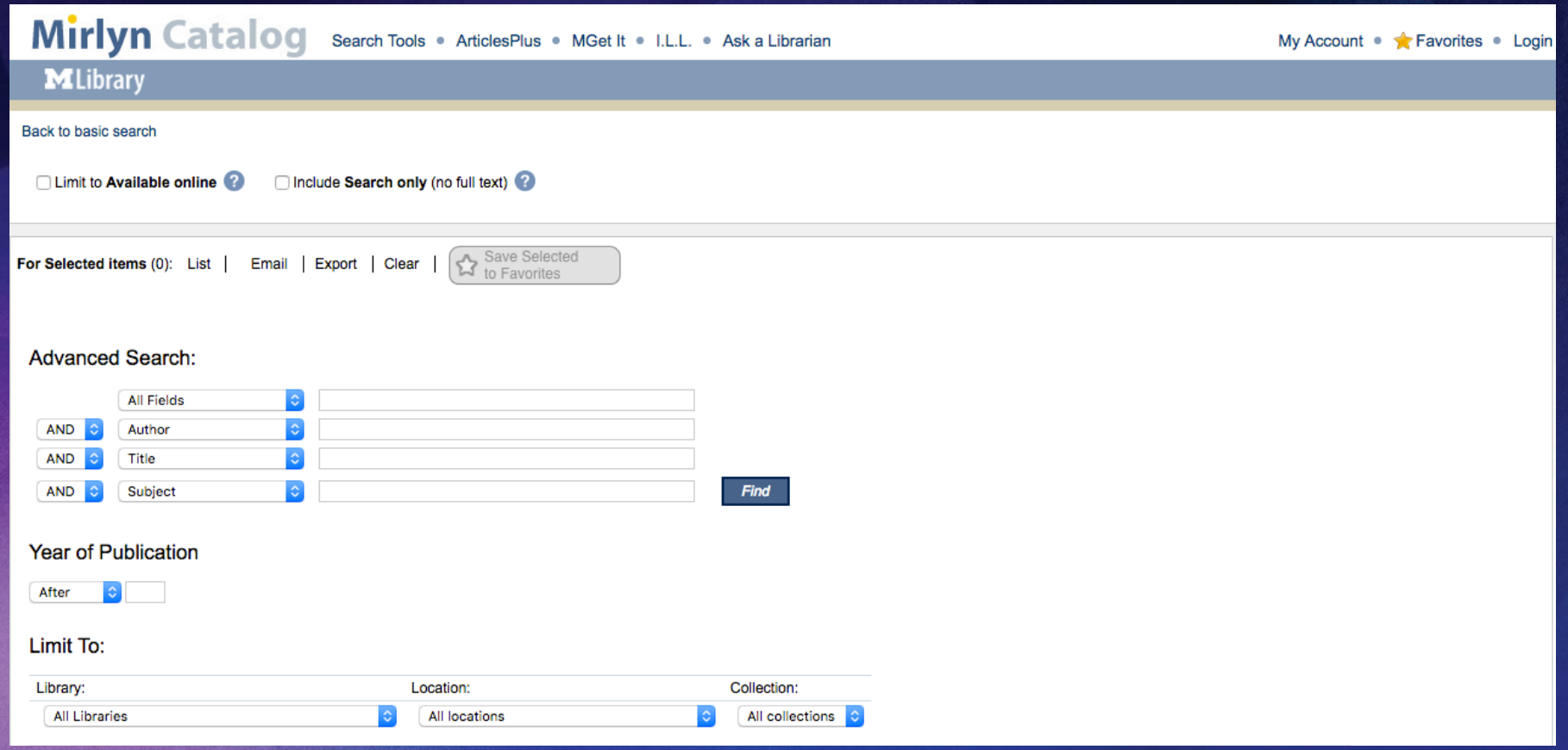
RESEARCH

LIBRARY & WEB



RESEARCH

LIBRARY & WEB

Subclass GN

GN1-890	Anthropology
GN49-298	Physical anthropology. Somatology
GN51-59	Anthropometry
GN62.8-265	Human variation
	Including growth, physical form, skeleton, nervous system, skin, etc.
GN269-279	Race (General)
GN280.7	Man as an animal. Simian traits versus human traits
GN281-289	Human evolution
GN282-286.7	Fossil man. Human paleontology
GN296-296.5	Medical anthropology
GN301-674	Ethnology. Social and cultural anthropology
GN357-367	Culture and cultural processes
	Including social change, structuralism, diffusion, etc.
GN378-396	Collected ethnographies
GN397-397.7	Applied anthropology
GN406-517	Cultural traits, customs, and institutions
GN406-442	Technology. Material culture
	Including food, shelter, fire, tools, etc.
GN448-450.8	Economic organization. Economic anthropology
GN451-477.7	Intellectual life
	Including communication, recreation, philosophy, religion, knowledge, etc.
GN478-491.7	Social organization
GN492-495.2	Political organization. Political anthropology
GN495.4-498	Societal groups, ethnocentrism, diplomacy, warfare, etc.
GN502-517	Psychological anthropology
GN537-674	Ethnic groups and races
GN550-674	By region or country
GN700-890	Prehistoric archaeology

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RESEARCH

LIBRARY & WEB

FIND ARTICLES | FIND DATABASES | FIND OTHER LIBRARY CATALOGS

Legacy Catalog of the University of Michigan Library **Ann Arbor and Flint**

To Mirlyn

Mirlyn Classic

Login | My Account | My Shelf | My Saved Searches | Ask a Librarian | Help | Course Reserves

Basic Search | Advanced Search | Command Language | Browse | Results List | Previous Searches

Ann Arbor and Flint :
RESULTS FOR All Call Numbers

Select Index to browse

Call Number begins with... GN550 Search

Examples: e 185.97 .a58 a3 1997
822.9 p375

Previous Page | Next Page

Index Number	Entry
	[GN550] would have appeared here
GN 550 .G578	Indians of the Southwest /
GN550 .G578 1921	Indians of the Southwest /
GN 550 .K671 2003	On being different :
GN550 .S45 2011	Selling ethnicity :
GN550 .W46 2013	Who is an indian? :
GN 550 .W816 1920	North American Indians of the plains.
GN 550 .W816 1927	North American Indians of the plains.

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RESEARCH

LIBRARY & WEB

Subcategory: Purpose	World		USA & Canada		Latin & Caribbean		Europe		M.E. & Africa		Africa		S. Asia, Far East & Australasia
General	CultureGrams	Simple overviews of over 200 countries, focusing on different populations' customs, lifestyles and societies. Includes Kids, USA, Canada and World Edition.	Gale Encyclopedia of Multicultural America, 2000	Entries by American ethnic group. Covers history, food, language, customs, greetings, social and gender dynamics, arts, media, etc.	Glencoe World Geography textbook: Ch 9: The Cultural Geography of Latin America	Simple overview of Latin American people, history and culture. Includes graphs and maps for ethnic groups, languages, migration and urbanization, historical empires and religions.	One Europe, many nations: a historical dictionary of European national groups, 2003	Entries by ethnic group. Includes flag, map, descriptions of the people, their homeland, history, language, religion, etc.	Global Connections: Middle East Culture website	Basic introduction to culture, language, religion of the Middle East in general, with timeline (up to 2002) and links to additional information.	Encyclopedia of African peoples (2000 book)	Entries by ethnic group. Visual guide to history, language, ways of life, social structure, culture & religion.	Ethnic groups of North, East, and Central Asia : an encyclopedia (2014 book)
	GlobalEdge	Business-oriented insight to states, countries, trade blocs, markets and industries. Country short facts and statistics cover social sciences. Includes external links to cultural resources.	Multicultural America: An Encyclopedia of the Newest Americans, 2011	Entries by immigrant groups in the U.S. Covers background, migration and assimilation, demographic profile, impact on the U.S., later generations, notable people, etc. Includes timeline, map and statistics.	Pop culture Latin America! : media, arts, and lifestyle (2005 book)	Overview of contemporary Latin American popular culture. Covers music, social movements, sports, performances, tourism, literature, icons, language, media, cinema, religion and arts.	Ethnic groups of Europe: an encyclopedia (2011 book)	Entries by ethnic group. Overview discusses history, demography, language, etc.	Encyclopaedic Ethnography of Middle East and Central Asia (2005 book)	Entries by ethnic group. Includes overview of geography and population, language, history, society, family, ethnic conflict, economy, religion, culture, etc.	Encyclopedia of African Nations and Civilizations (2002 book)	Entries by region, country and major civilizations. Visual guide to history and peoples of countries.	Encyclopedia of the peoples of Asia and Oceania (2009 book)
	Europa World	Regularly updated social scientific coverage of regions and countries.	Encyclopedia of Canada's Peoples (1999 book)	Entries by Canadian ethnic group. Covers origins, migration, community, family, culture, religion, politics, etc.	Encyclopedia of contemporary Latin American and Caribbean cultures (2000 book)	Entries by concept. Includes arts, literature, media, political and social institutions, biographies, etc.	Pop culture Germany! (2008 book)	Overview of contemporary German popular culture. Covers music, social movements, sports, performances, tourism, literature, icons, language, media, cinema, religion and arts.	Cultures and customs of the Palestinians (2004 book)	Introduces Palestinians' territory and their history, then covers religion, customs, media, cinema, literature, and arts in more depth.	AfricaGuide website	General African arts and culture, food, tribe, music, festivals information, basic country overviews, photo library and articles related to touristic travels in Africa.	Ethnic Groups of South Asia and the Pacific, 2012
			International Student Guide to the U.S. website	Guide for international students adjusting to college and American life.			Eastern Europe : an introduction to the people, lands, and culture (2006 book)	Volumes organized by region, entries by country. Covers geography and demography, minorities, language, political systems, cultural development, etc.	Cultures and customs series (Northern Africa)	Titles by country. Introduces country and its history, then covers religion, customs, media, cinema, literature, and arts in more depth.	Our Africa website	Country specific facts and figures, videos, images and descriptions of poverty, healthcare, food, daily life, people, culture, geography, nature, music, family, economy, education, jobs, history, politics, tourism, etc.	Encyclopedia of Modern Asia, 2003
	World Factbook	Basic statistical and factual reviews of countries' geography, society, government, economy, energy, communication, transportation, military and transnational issues.	Interexchange Learn About the U.S. website	Recommendations for American books, TV/movies, music, sports, food, touristic attractions, as well as cultural activities in individual states.	Handbook of Mesoamerican Mythology (2000 book)	Introduction to the Mesoamericans, their history, and myths. Covers deities, themes and concepts.	Encyclopedia of Eastern Europe: from the Congress of Vienna to the fall of communism (2000 book)	Entries by concept. Country-specific entries on geography, art, culture, language, literature, etc.	Pop culture Arab World! : media, arts, and lifestyle (2005 book)	Overview of contemporary Middle Eastern popular culture. Covers music, social movements, sports, performances, tourism, literature, icons, language, media, cinema, religion and arts.	Art & Life in Africa website	Visual galleries and topic essays on art in and related to everyday life, education, ancient times, medicine, cultural exchange, etc. Country pages display key facts and figures, historical summary and local artworks.	ECAI Pacific Language Mapping website
	NativePlanet Indigenous Mapping website	Demographic overview of indigenous communities in Africa, Asia and Latin America. Includes resource links for each group.	Global Affairs Canada - Country Information Canada website	Canadian government's country insight and cultural information for Canada from local perspective. Covers communication, dress, social institutions, entertainment, stereotypes, etc.	Culture Smart! series (Latin America & the Caribbean)	Travel guide titles by country. Covers country overview, values and attitudes, customs and traditions, etiquette, local lifestyle, entertainment, transportation, business and communication.	Culture Smart! series (Europe)	Travel guide titles by country. Covers country overview, values and attitudes, customs and traditions, etiquette, local lifestyle, entertainment, transportation, business and communication.	Culture Smart! series (Middle East & Northern Africa)	Travel guide titles by country. Covers country overview, values and attitudes, customs and traditions, etiquette, local lifestyle, entertainment, transportation, business and communication.	Africa south of the Sahara : a geographical interpretation (2013 book)	Broad introduction to African cultural diversity, gender dynamics, geomorphology, climate, history, population, economies, resources, current development and issues, etc.	The Encyclopedia of New Zealand website

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PROJECT OVERVIEW

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DESIGN

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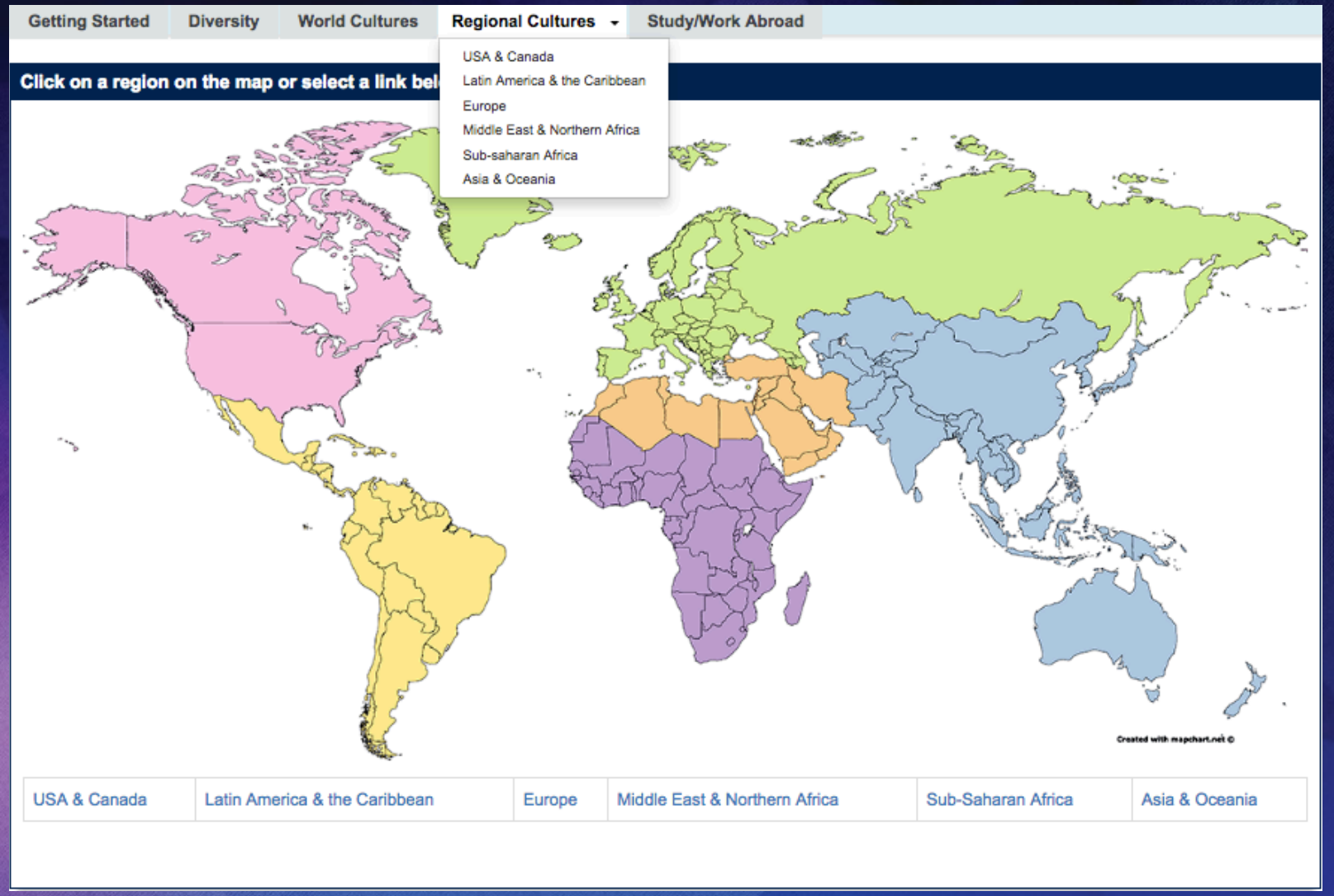
ORGANIZATION



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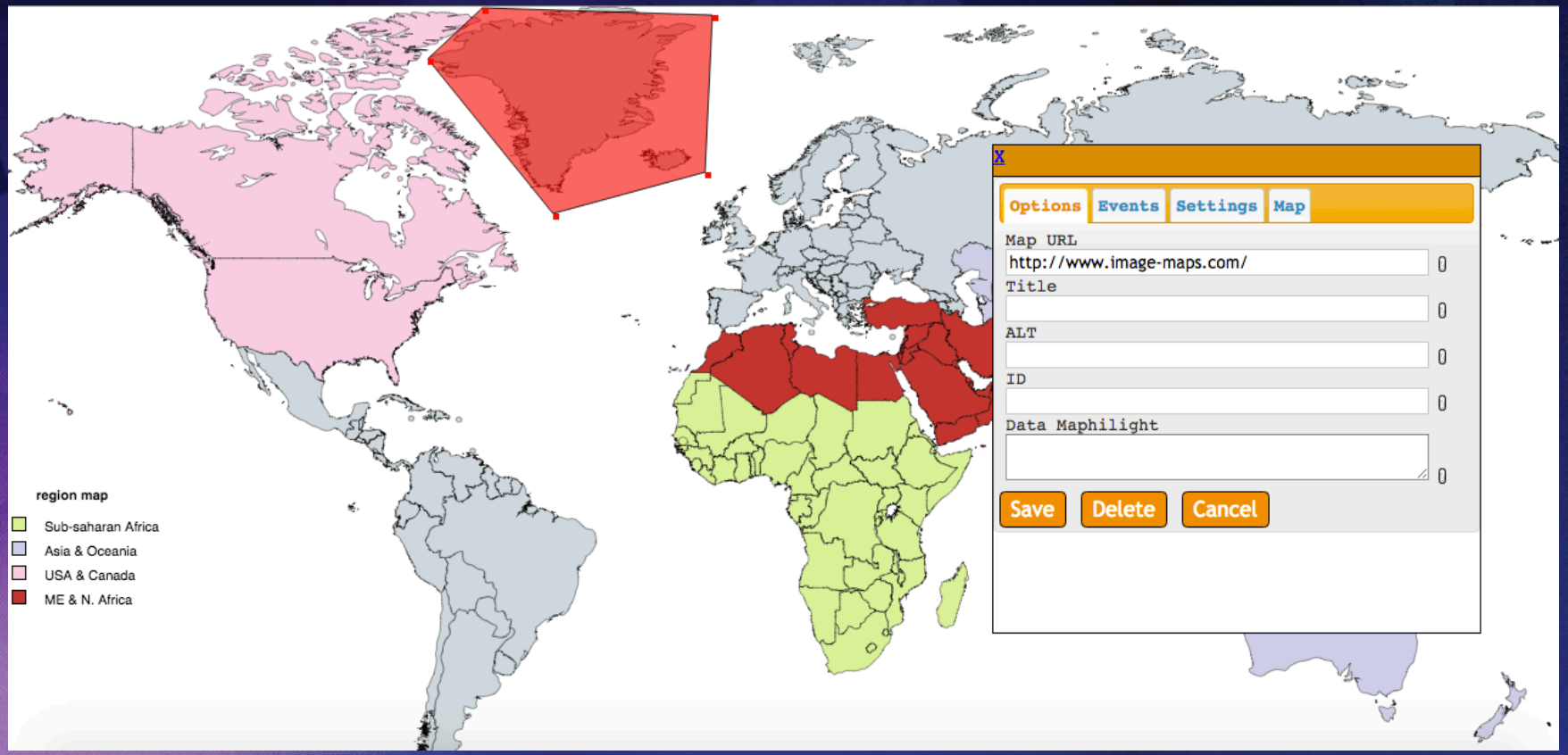
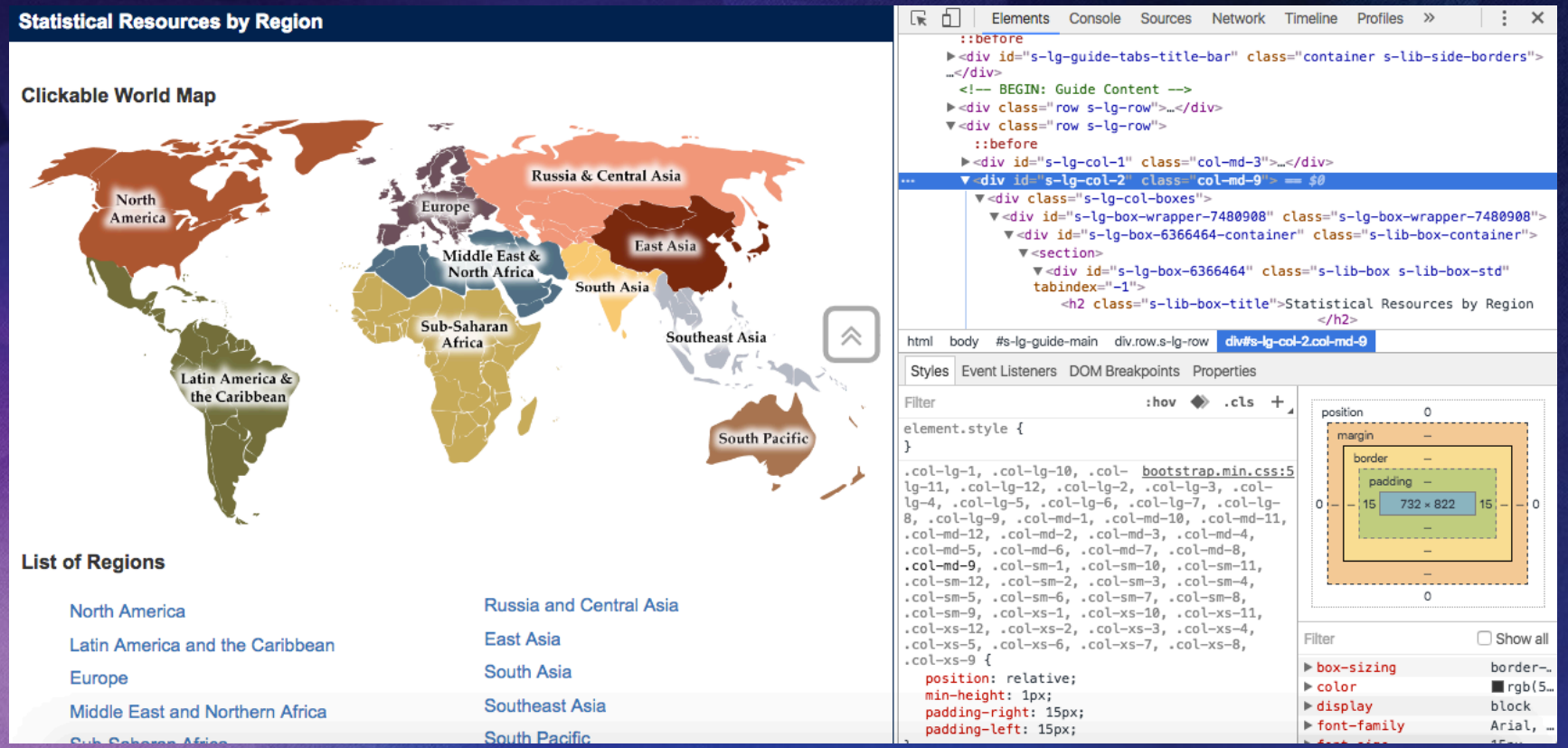
DESIGN



ORGANIZATION

DESIGN

ORGANIZATION

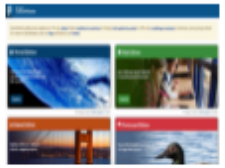


DESIGN

LAYOUT

Test

- **CultureGrams**
  http://online.culturegrams.com.proxy.lib.umich.edu



CultureGrams
CultureGrams provides simple overviews of over 200 countries, focusing on different populations' customs, lifestyles and societies. With a Kids, USA, Canada and World Edition, it is suitable for a general audience seeking basic awareness of perceived national cultures from a largely American perspective. This database also includes many audio-visual resources and comparison tools, as well as interviews from a small sample of local inhabitants. CultureGrams supports Text-to-Speech and PDF file printing.

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Global Road Warrior

In addition to basic country facts, Global Road Warrior delivers information related to travel concerns regarding security, health, utilities, communication and entertainment. The Business Culture and Culture & Society sections are pertinent to travelers with business in mind and help address some stereotypes. Other features of Global Road Warrior can also be useful sources for general study of a population and their lifestyles. Highlights include: a historical timeline, a language video dictionary and publications from the US, UK and Australian governments.

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DESIGN

LAYOUT

Getting Started | Diversity | World Cultures | Regional Cultures | Study/Work Abroad

Basic Facts

World Factbook (website)

The CIA's basic statistical and factual reviews of countries' geography, society, government, economy, energy, communication, transportation, military and transnational issues.

Europa World Plus (database)

Regularly updated profiles, statistics and economic and political essays of regions and countries.

GlobalEdge (website)

Business-oriented insight to states, countries, trade blocs, markets and industries. Country short facts and statistics cover social sciences. Includes external links to cultural resources.

NativePlanet Indigenous Mapping (website)

Demographic overview of indigenous communities in Africa, Asia and Latin America. Includes resource links for each group.

News Sources

- **Newspaper Map**
  Find newspaper websites by location on a map.
- **Library PressDisplay**
  Browse electronic, recent issues of world newspapers by country.

I want to browse by...

Country | People | Subject | Series

Global Road Warrior (database)

This database provides basic country facts and lengthier articles on business, security, health, utilities, communication and entertainment. Addresses some stereotypes and demonstrates popular phrases in foreign languages. eBook versions available in Mirlyn.

CultureGrams (database)

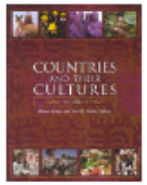
Simple and easy to read overviews of over 200 countries, focusing on different populations' customs, lifestyles and societies from an American perspective. Includes a Kids, USA, Canada and World Edition.

Global Affairs Canada Country Insights (website)

The Canadian government's country profiles and guides to national cultures from Canadian and local perspectives. Includes resource links for additional information on culture, history, geography, etc.

Commisceo Country Guides (website)

Country guides discuss language, culture, customs and etiquette. This website also features additional blog posts regarding cultural awareness.



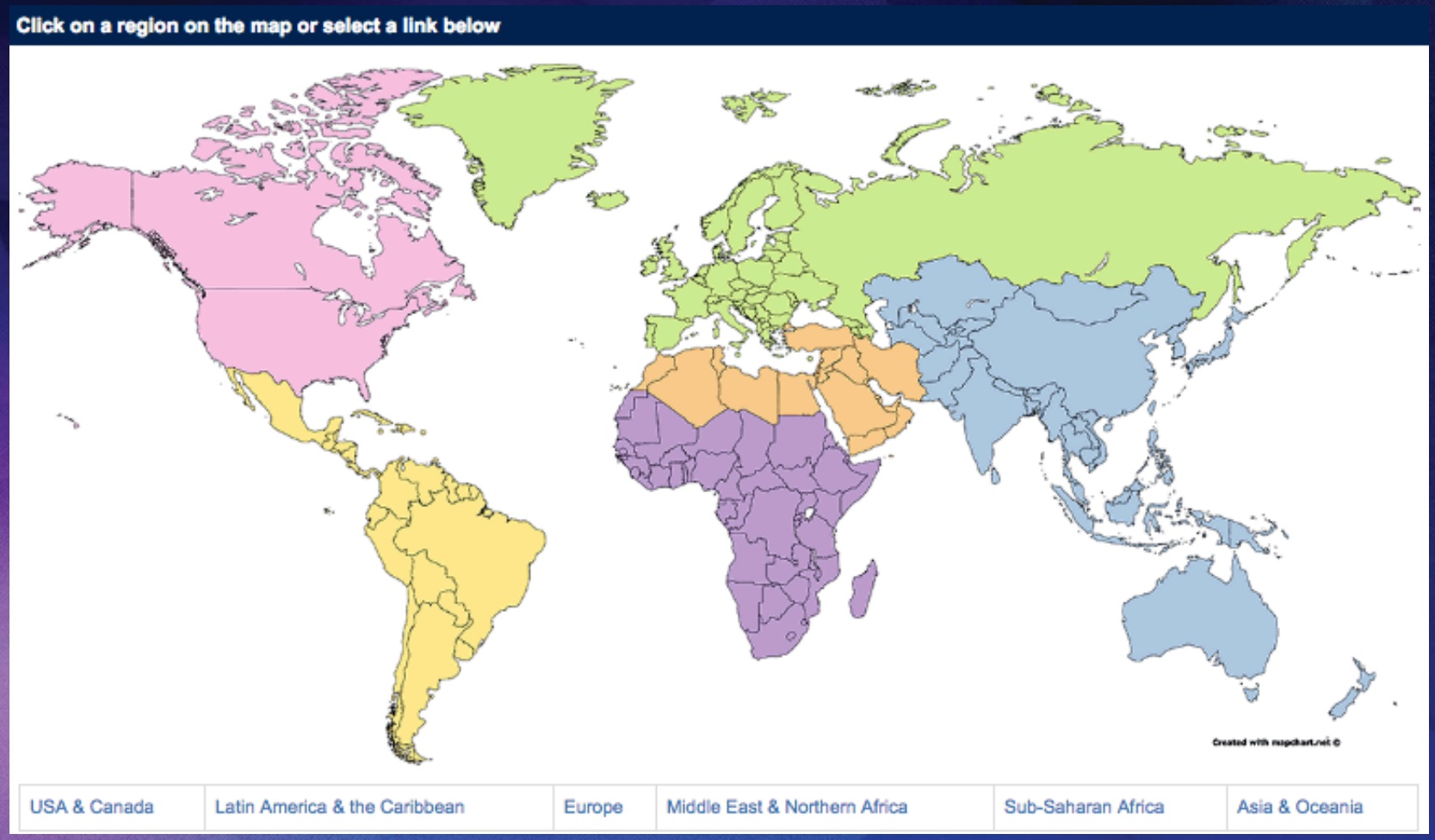
Countries and Their Cultures (2001 ebook)

National entries include information on history, ethnic relations, urbanism, government, society, economy, religion, health, arts, food, etc.

Images, Videos & Graphs

DESIGN

MULTIMEDIA



DESIGN

MULTIMEDIA

Ready to explore? Click on a tag below.

Or, view resources by category here.

Recommend Resources or Terminology Not Represented

Submit Here

I recommend:

Your answer

SUBMIT

Submit feedback on Google Form.

This research project was completed by Sheila Chan as part of the Michigan Library Scholars summer internship at the University of Michigan Library.

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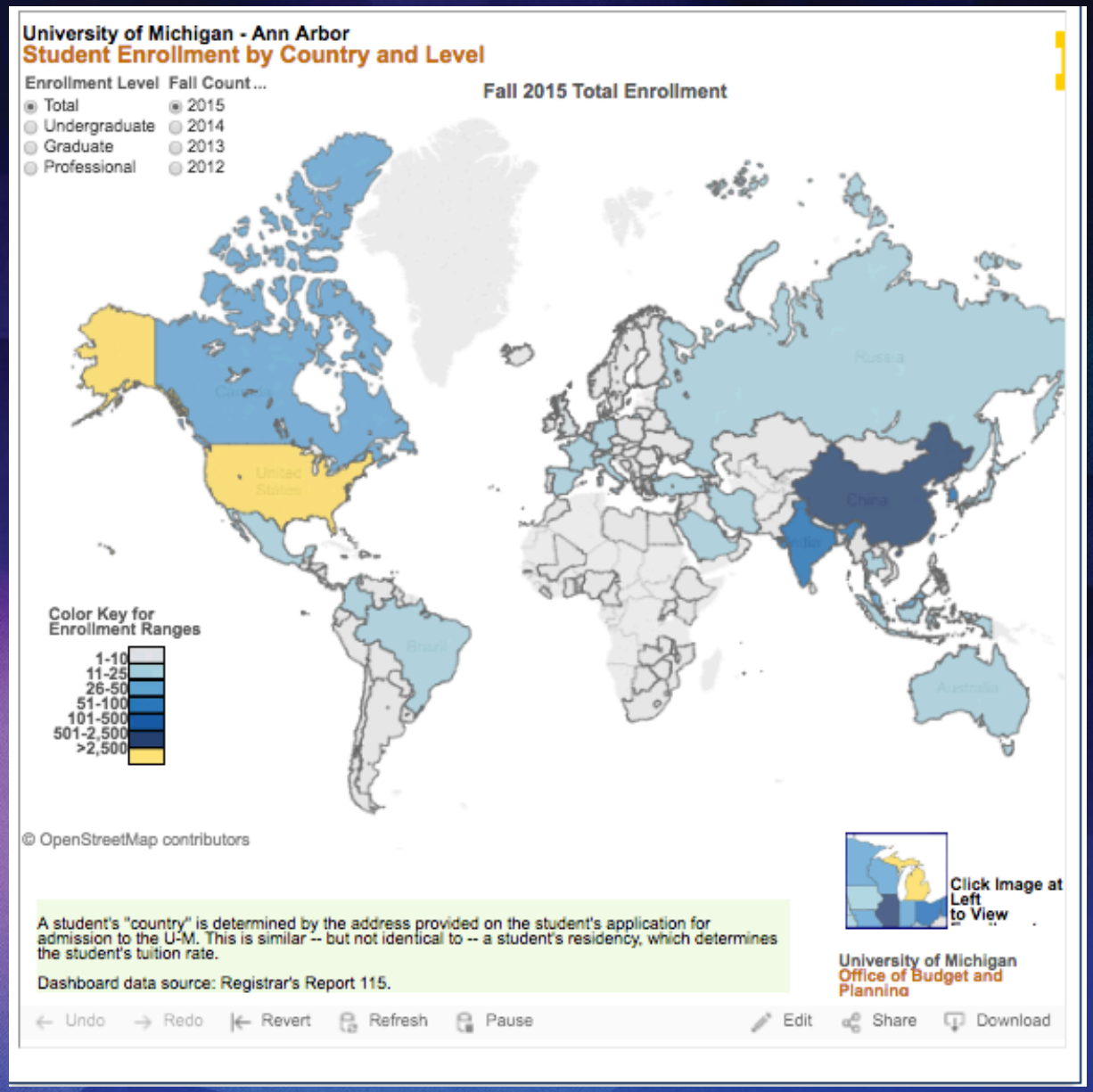
DESIGN

MULTIMEDIA



PROJECT OVERVIEW

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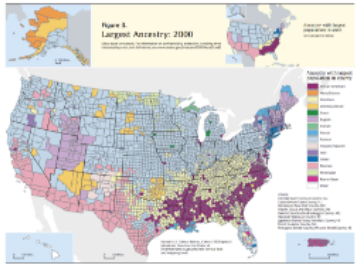
TWEAK

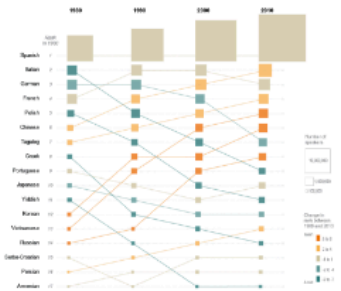
DIVERSITY

There are many factors that contribute to our personal identity, sense of culture, and perception. The infographics below show just a few ways in which the U.S. and the people around us can be considered "diverse."

Ethnicity

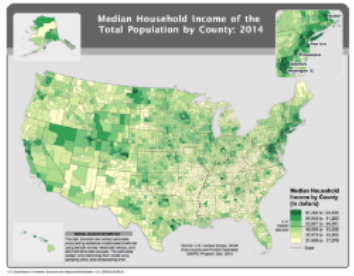


Language



Sex & Gender

Income



Click on the image to view its larger original.

TWEAK

DIVERSITY

Getting Started | Diversity | World Cultures | Regional Cultures | Study/Work Abroad

Fun Resources

Obamistan! Land Without Racism (ebook)
Imagine a land where the racism we know today doesn't exist! This satirical book will show you through funny ironies how the U.S. can become more inclusive.

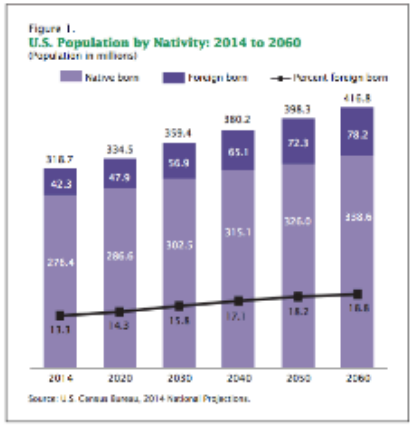
Genderbread Person (website)

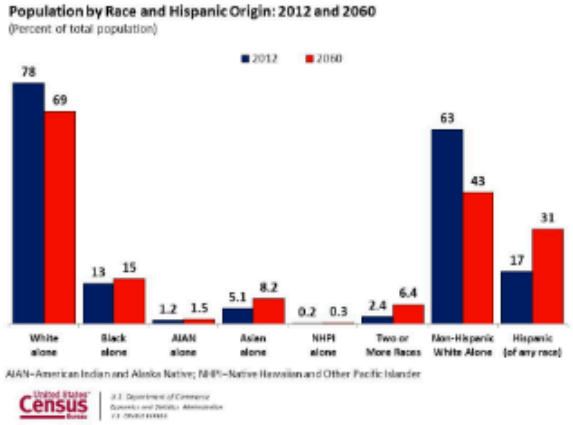
How are gender, sex and sexual orientation different? View this infographic by *It's Pronounced Metrosexual* to learn how these three concepts can be spectrums instead of binaries. Also learn about LGBTQ+ terms and other helpful information on itspronouncedmetrosexual.com.

Which English? Quiz (website)

There are many kinds of "English." Take this quiz and let an algorithm guess which of the world's English you speak.

According to the United States Census Bureau in 2012 and 2014, the U.S. is expected to become a "more diverse nation." One example: Population percentages of immigrants and current minority groups are expected to rise.





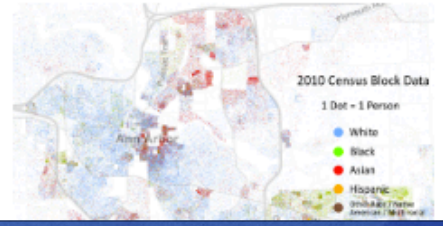
Race & Ethnicity

What is the difference between race and ethnicity?

View replies from PBS and California Newsreel's experts. Learn more about race and diversity on PBS's RACE - The Power of an Illusion.

Click on the maps below to visit the original source for a larger view.

University of Virginia Weldon Cooper Center for Public Service's "Racial Dot Map"



American Indian and Alaska Native as a Percentage of County Population: 2010

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FINAL PRODUCT

Research Guides

University of Michigan Library / Research Guides / Cultural Competence / Getting Started

Cultural Competence: Getting Started

Search

Increase intercultural awareness and competencies for traveling abroad and living among culturally diverse populations.

Getting Started | Diversity | World Cultures | Regional Cultures | Study/Work Abroad

How to Use This Guide

This guide will hopefully help you become more aware of different cultures and get started on building competencies. Keep in mind that increasing knowledge, building skills and shaping attitudes to communicate effectively and appropriately with others is an ongoing engagement with many different aspects to consider.

Included resource links will help you:

- Understand more about culture and cultural differences
- Become more aware of local diversity
- Find quick facts about a country, an ethnic group, or a religion
- Learn about the history, cultures and customs of a region or a country
- Prepare for going abroad

Terminology

This subject of cultural awareness and competencies includes a variety of terms, such as *intercultural* (interaction between at least two different cultures), *intracultural* (within the same culture), *cross-cultural* (comparing cultures), and multicultural (more than one culture).

Cultures are not necessarily divided by political boundaries, so *intercultural communication* is also distinct from *international communication*.

For more information, view Igor Ristić's Intracultural, Intercultural, Cross-Cultural, and International Communication: What's the Difference? article and UNESCO's Cultural Competences PDF.

Keep an Open Mind

Need help finding additional information?

Ask a Librarian

Fun Reads

Obamistan! Land Without Racism (ebook) by Damali Ayo
Imagine a land where the racism we know today doesn't exist! This satirical book will show you through funny ironies how the U.S. can become more inclusive.

They Eat That? (ebook) by Jonathan Deutsch; Natalya Murakhver
Exotic and weird foods around the world.

Across the Pond

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PROJECT OVERVIEW

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OUTREACH

DIGITAL EXHIBIT

OUTREACH

LEARN ABOUT CULTURES

DIGITAL EXHIBIT

CULTURAL COMPETENCE

guides.lib.umich.edu/culture

Research Guides

OUTREACH

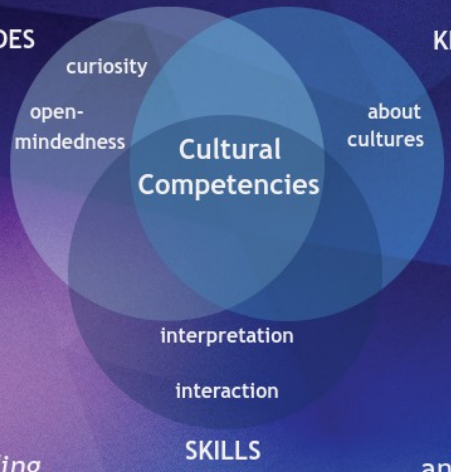
DIGITAL EXHIBIT

LEARN ABOUT CULTURES

guides.lib.umich.edu/culture

WHAT ARE CULTURAL COMPETENCIES? WHY ARE THEY IMPORTANT?

The University of Michigan has a large international and interstate population. You may encounter people with different customs and values that may affect communication and mutual understanding.



How do I communicate with someone from another culture?

Cultural competencies are knowledge, attitudes and skills that will help you interact more respectfully with others in a culturally diverse community within the U.S., or abroad. Knowing about the local culture of your destination may also help ease anxiety and shock, making your travels more enjoyable.

For more information on cultural competencies, view UNESCO's Intercultural Competences brochure.

M LIBRARY Research Guides

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OUTREACH

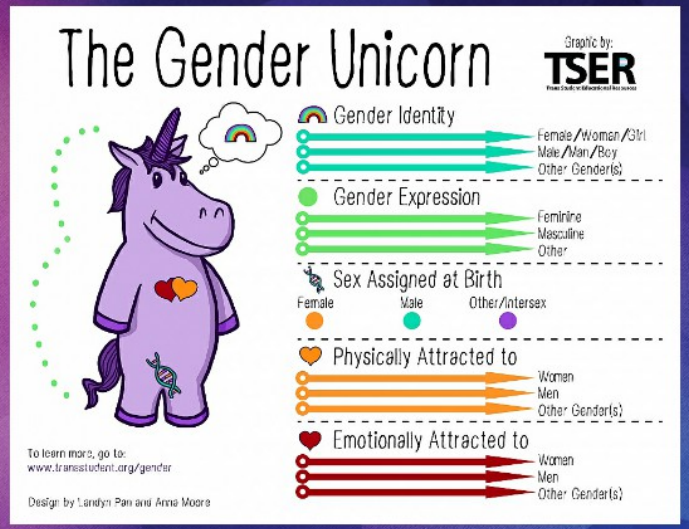
DIGITAL EXHIBIT

LEARN ABOUT DIVERSITY

guides.lib.umich.edu/culture

WHAT IS THE DIFFERENCE BETWEEN RACE AND ETHNICITY?
WHAT SHOULD I DO IF I DON'T UNDERSTAND SOMEONE'S ACCENT?
WHERE CAN I FIND STATISTICS ON THE U.S. POPULATION?

WHAT'S THE GENDER UNICORN?



Gender Unicorn image from www.transstudent.org

DEMOGRAPHICS

Of the U.S. Population...

22% Are not Christian

9% Have a disability

21% Speak a language other than English at home

Information from the World Religion Database (2015) and the U.S. Census Bureau (2009, 2011)

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OUTREACH

DIGITAL EXHIBIT

LEARN ABOUT ETHNIC CULTURES

guides.lib.umich.edu/culture

8TH LARGEST ETHNIC GROUP IN THE WORLD
(within a country)

POPULATION: 102 MILLION

Information from The Encyclopedia of World Cultures (1996) and The World Factbook (2015)

WHO ARE THE JAVANESE?

A.K.A. Wong Djawa, Tijang Djawi, Orang Djawa

BASIC OVERVIEW

LANGUAGE:

Javanese + Bahasa Indonesia

"Java" in Javanese Script
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https://commons.wikimedia.org/w/index.php?curid=32526132

RELIGION:

Islam + Hindu-Buddhist & indigenous beliefs

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OUTREACH

DIGITAL EXHIBIT

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OUTREACH

DIGITAL EXHIBIT

LEARN ABOUT TRAVELING ABROAD

guides.lib.umich.edu/culture

LOOKING FOR A STUDY PROGRAM OR AN INTERNSHIP ABROAD?

NEED TO KNOW A COUNTRY'S BUSINESS CULTURE?

JUST TRAVELING FOR FUN?

M LIBRARY Research Guides

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NEXT STEPS

STEP 1

OUTREACH

U-M WEBSPACE
MLIBRARY
STUDENT ORG.

Outreach Groups

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Group

	A	B	C	D	E	F	G	H
1	Group		Webspace		Notes			
2	Global Michigan		http://global.umich.edu/on-campus		Under Libraries?			
3			http://global.umich.edu/education-abroad/pre-departure-planning/					
4			http://global.umich.edu/travel-resources/tips/					
5	Art & Design		Undergraduate International Requirement					
6	Business - Ross Global Initiatives		https://michiganross.umich.edu/programs/global-student-experiences					
7	Engineering - International Programs		http://ipe.engin.umich.edu/					
8			http://workabroad.engin.umich.edu/resources/					
9	Law?		http://www.law.umich.edu/curriculu		Bottom of page?			
10	LSA - CGIS		http://lsa.umich.edu/cgis/students/travel-resources/cultural-literacy.html					
11			http://lsa.umich.edu/cgis/students/diversity-and-access-abroad.html					
12	LSA - Global Scholars Program?							
13	LSA - International Institute?							
14	Medicine - Global Reach		http://globalreach.med.umich.edu/		Under Additional Resources for Travelers			
15	Nursing - Outreach		http://www.nursing.umich.edu/outr		Under More Resources			
16	Library - Global Information Resources LibGuide		http://guides.lib.umich.edu/c.php?g=282975&p=1885478					
17								
18	Public Policy - International Policy Center		http://ipc.umich.edu/student-resou		On this page or under Links?			
19	Social Work - Office of Global Activities		http://ssw.umich.edu/offices/global		Under Cultural Competence and Travel			
20	International Center - International Students		http://internationalcenter.umich.edu/intlstudents/new_index.html					
21	International Center - Study, Work, Travel		http://internationalcenter.umich.edu/swt/study/resources-for-study-abroad-advisors.html					
22	International Center - Life in Ann Arbor		http://internationalcenter.umich.edu		Top or bottom			
23	Ginsberg Center?		https://ginsberg.umich.edu/topic/student-resources					
24	Multi-Ethnic Student Affairs		https://mesa.umich.edu/article/campus-resources-students					
25	Student Life		https://studentlife.umich.edu/article/inclusive-campus-resources					
26	Diversity, Equity & Inclusion		https://diversity.umich.edu/resourc		Under Cultural/Ethnic			
27	Housing - Diversity & Inclusion		http://housing.umich.edu/undergrad/multicultural-diversity-programs					
28	Resilient Travel		http://resilient-traveling.umich.edu/resources					
29	LSA - Semester in Detroit		https://lsa.umich.edu/sid/friends-alumni/sid-community-resources.html					

U-M Units | Student Orgs

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NEXT STEPS

STEP 1

OUTREACH

U-M WEBSPACE
MLIBRARY
STUDENT ORG.

STEP 2

OUTREACH

FEEDBACK
PROMOTE
EVENTS

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FEEDBACK
PROMOTE
EVENTS

STEP 3

TWEAK

MIDDLE EAST & ASIA
HISTORY, ARTS, BELIEFS...
UPDATE

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FUTURE

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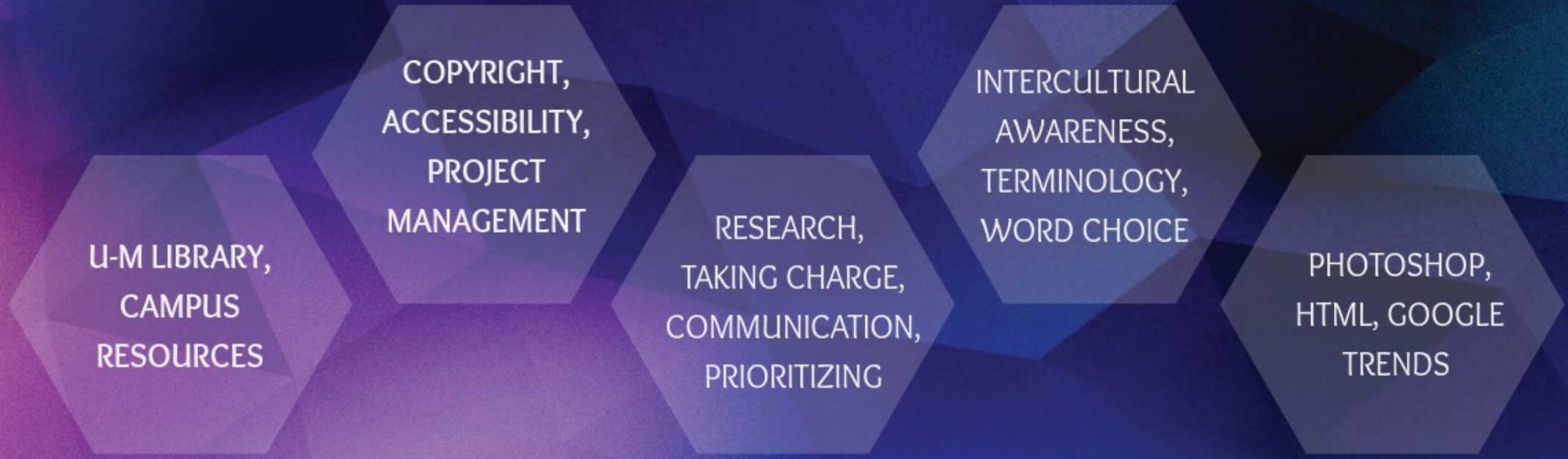
MY LEARNING



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