2016

Cultural Competence

Chan, Sheila

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CULTURAL COMPETENCE

MICHIGAN LIBRARY SCHOLARS CAPSTONE PROJECT

SHEILA CHAN
Mentors: ALEXA PEARCE & SCOTT DENNIS
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

DEVELOP
- Audience
- Purpose
- Sensitivity

RESEARCH
- Intercultural Awareness & Competencies
- Abroad & Local

OUTREACH
- Web
- Digital
- Event
PROJECT GOALS
PROJECT OVERVIEW

RESEARCH  DESIGN  TWEAK  OUTREACH
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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
### Mirlyn Classic

**To Mirlyn**

**Mirlyn Classic**

Legacy Catalog of the University of Michigan Library

Ann Arbor and Flint

**FIND ARTICLES**

**FIND DATABASES**

**FIND OTHER LIBRARY CATALOGS**

Login
My Account
My Shelf
My Saved Searches
Course Reserves

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**Ann Arbor and Flint**

RESULTS FOR ALL CALL NUMBERS

Select Index to browse

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*Note: The table is generated from the image and may not include all the details shown in the image.*
PROJECT OVERVIEW

RESEARCH  DESIGN  TWEAK  OUTREACH
Train

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

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.

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

RESEARCH  DESIGN  TWEAK  OUTREACH
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.”
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
Cultural Competence: Getting Started

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 Ristíć’s Intracultural, Intercultural, Cross-Cultural, and International Communication: What’s the Difference? article and UNESCO’s Cultural Competences PDF.

Keep an Open Mind

Fun Reads

- Obamistan! Land Without Racism (ebook) by Damali Aly
  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; Nataliya Murakhver
  Exotic and weird foods around the world.

- Across the Pond

Need help finding additional information?

Ask a Librarian
PROJECT OVERVIEW

RESEARCH  DESIGN  TWEAK  OUTREACH
OUTREACH

DIGITAL EXHIBIT
LEARN ABOUT CULTURES

cultural competence

guides.lib.umich.edu/culture
LEARN ABOUT CULTURES

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.

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

guides.lib.umich.edu/culture

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.

Research Guides
LEARN ABOUT DIVERSITY

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?

The Gender Unicorn

- Gender Identity
- Gender Expression
- Sex Assigned at Birth
- Physically Attracted To
- Emotionally Attracted To

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)

Gender Unicorn Image from www.transstudent.org
LEARN ABOUT ETHNIC CULTURES

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

POPULATION: 102 MILLION

WHO ARE THE JAVANESE?
A.K.A. Wong Djawa, Tijang Djawi, Orang Djawa

LANGUAGE:
Javanese + Bahasa Indonesia

RELIGION:
Islam + Hindu-Buddhist & indigenous beliefs

Digital Exhibit

Information from The Encyclopedia of World Cultures (1996) and The World Factbook (2015)
LEARN ABOUT NATIONAL CULTURES

WHO ARE THE BASOTHO?
(Singular: Mosotho)

POPULATION: 1.9 million

Nations of The Kingdom of Lesotho

ETHNICALLY 99.7% Sotho

LESOTHO

Information from Global Road Warrior (2014) and Countries and their Cultures (2001)

LANGUAGE:
Sesotho & English

GOVERNMENT:
Constitutional Monarchy

DWELLING:
Mostly lowlands, villages

RELIGION:
80% Christian + Local Traditions

DIGITAL EXHIBIT

OUTREACH

Research Guides
LEARN ABOUT TRAVELING ABROAD

LOOKING FOR A STUDY PROGRAM OR AN INTERNSHIP ABROAD?

NEED TO KNOW A COUNTRY’S BUSINESS CULTURE?

JUST TRAVELING FOR FUN?

guides.lib.umich.edu/culture

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MLibrary
STUDENT ORG.

STEP 2
OUTREACH
FEEDBACK
PROMOTE
EVENTS
NEXT STEPS

STEP 1
OUTREACH
U-M WEBSITE
MLIBRARY
STUDENT ORG.

STEP 2
OUTREACH
FEEDBACK
PROMOTE
EVENTS

STEP 3
TWEAK
MIDDLE EAST & ASIA
HISTORY, ARTS, BELIEFS...
UPDATE
NEXT STEPS

STEP 1
OUTREACH
U-M WEBSpace
MLibrary
Student Org.

STEP 2
OUTREACH
Feedback
Promote
Events

STEP 3
TWEAK
Middle East & Asia
History, Arts, Beliefs...
Update

FUTURE

Question Mark
MY LEARNING

COPYRIGHT, ACCESSIBILITY, PROJECT MANAGEMENT

INTERCULTURAL AWARENESS, TERMINOLOGY, WORD CHOICE

RESEARCH, TAKING CHARGE, COMMUNICATION, PRIORITIZING

PHOTOSHOP, HTML, GOOGLE TRENDS

U-M LIBRARY, CAMPUS RESOURCES