2016

Cultural Competence

Chan, Sheila

https://hdl.handle.net/2027.42/122869

Downloaded from Deep Blue, University of Michigan’s institutional repository
Cultural Competence: Getting Started

How to Use This Guide

This guide will help you become more aware of different cultures and get started on building competence. Keep in mind that increasing knowledge, building skills and changing attitudes is communicated efficiently and appropriately with others is an ongoing engagement with many different aspects involved.

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

Technology

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

Courses are not necessarily based on cultural boundaries, so international communication is also distinct from international communication.

For more information, see our World’s Internet, Intercultural, Inter-Cultural, and International Communication: Who’s the Different?’ article and ANSICTD’s Cultural Competence PDF.

Keep an Open Mind

Please note that the resources recommended within this guide may not reflect the University of Michigan’s or the library’s position. Although we may represent a particular perspective, often Western, with varying levels of tradition, they should help you understand and respect and some aspects of another culture without overwriting your own values. Nonetheless, these resources may generate generalizations, so it is important to keep in mind that you must not make assumptions about another culture, spanning dimensions from the individual to the community. Keeping an open mind and adopting an accepting attitude to specific circumstances may help you.

Interested in learning more about open-mindedness? Take a read of How to Be Culturally Open-Minded: A Psychological and Historical Analysis (online).

Why is Cultural Awareness Important?

The University of Michigan has a large international and multicultural population, as demonstrated by the enrollment may be below. You may encounter people with different cultures, languages, and values. This can help you understand and respect others more effectively and can help you participate in a culturally diverse and unique environment.

University of Michigan - Ann Arbor
Student Enrollment by Country and Level

<table>
<thead>
<tr>
<th>Enrollment Level</th>
<th>Fall 2015 Total Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>International</td>
<td>2,345</td>
</tr>
<tr>
<td>Domestic</td>
<td>25,678</td>
</tr>
<tr>
<td>Total</td>
<td>28,023</td>
</tr>
</tbody>
</table>

(More detailed data is available in the university's student enrollment report.

How to Increase Interultural Awareness

- University Cultural Office
- Online training sessions with units and section for learning about the concept of culture and how skills, attitudes and behaviors affect one's ability to work within a multicultural setting.
- Global Scholar Online Tutoring
- Interact with online course outline and exercises for global studies and global studies: communication and development.
- World Elinor Center’s (WeC) Google Scholar
- Visually engaging, interactive web-based activities with real-life examples for American travelers or traveling abroad.
- UM Global Traveling
- UM’s project website designed to help students traveling abroad to learn how to cope with culture shock, stress, loneliness and more.

Library Contact

Alena Pearce
Contact: 205 North Library North

Recommendations for Resources or Tools

Submit Here

I recommend:
- Your source

Subject Feedback

Online training service with units and section for learning about the concept of culture and how skills, attitudes and behaviors affect one's ability to work within a multicultural setting.

Global Scholar Online Tutoring

Interact with online course outline and exercises for global studies and global studies: communication and development.

World Elinor Center’s (WeC) Google Scholar

Visually engaging, interactive web-based activities with real-life examples for American travelers or traveling abroad.

UM Global Traveling

UM’s project website designed to help students traveling abroad to learn how to cope with culture shock, stress, loneliness and more.

Submit your recommendation.
Cultural Competence: Diversity

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

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

University of Michigan Library / Research Guides / Cultural Competence / Diversity

Cultural Competence: Diversity

Fun Resources

According to the United States Census Bureau, in 2010 and 2014, the U.S. is expected to become a "more diverse nation." One example is the dramatic increase in immigrants and current minority groups are expected to rise.

The Gender Spectrum

What are gender, sex, and attraction identities? How do these identities differ? (In this image, the spectrum is divided into different segments representing various gender identities.)

Which English? Quiz (website)

There are many types of "English." Take this quiz and see which version of English you speak the most.

The GEDfordian

The diversity of the English language can be overwhelming. This guide helps you navigate the English that's right for you.

Divorce, Equity & Inclusion

American Diversity Demographics

There are many other factors that contribute to our personal identity, such as culture, and yet there is no one who can be considered "normal." This is because... (text continues)

International Cultural Communication

The Why is developing intercultural communication skills important? The How is culture and its impact on intercultural communication addressed? Cross-Cultural Communication (links)

Understanding Accents

"I have a hard time understanding accents." (article)

Westminster College Accents

The Michigan State accent tutorial article about some student accents on campus. This article is written by a graduate student who has been invited to the national linguistic association.

Get Involved

Diversity, Equity & Inclusion Strategic Planning Officers

Join a planning committee, partake in the conversation on BeInformed, or email ideas and input to diversity@umich.edu.
Cultural Competence: World Cultures

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

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 indicators. 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.

U-M Library Research Guides

- International, Regional, and National Data Sets
- News Sources
- Multicultural Studies
- Popular Culture
- Library Guide for International Students
- Internazional Resources
- Indigenous Resources
- Lesbian, Gay, Bisexual, Transgender & Queer Studies
- Women's Studies
- History (General)
- Musicology 130 - World Music
- Food Studies
- Religious Studies
- History of Art

I want to browse by...

<table>
<thead>
<tr>
<th>Country</th>
<th>People</th>
<th>Subject</th>
<th>Series</th>
</tr>
</thead>
</table>

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 Mirey.

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.

Commisso 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

CalPhotos: People & Culture (website)
Photo bank of people and places.

Ethnographic Video Online (database)
Videos of family, cultural identity, gender roles, arts, religion, etc.

Hofstede Country Cultural Dimensions Ratings (website)
Graphical representation of countries’ ratings of power distance, individualism, masculinity, uncertainty avoidance, long term orientation & indulgence.

Last Updated: Jul 22, 2018 2:08 PM  URL: http://guides.lib.umich.edu/culture  Print Page

Copyright
Except where otherwise noted, this work is subject to a Creative Commons Attribution 4.0 license. For details and exceptions, see the Library Copyright Statement. ©2018, Regents of the University of Michigan
Cultural Competence: Regional Cultures

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

Click on a region on the map or select a link below:

- USA & Canada
- Latin America & the Caribbean
- Europe
- Middle East & Northern Africa
- Sub-Saharan Africa
- Asia & Oceania
# Cultural Competence: USA & Canada

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

## Adjusting to the U.S.

- **U-M SNRE Cultural Adjustment (website)**
  Guide and videos for culture shock, greetings and academic adjustment with a focus on the U.S.

- **U-M International Center: Adjusting to the U.S. (website)**

- **Questions for international students to think about when adjusting to the U.S. and Ann Arbor**

- **International Student Guide to the U.S. (website)**
  Guide for international students adjusting to college and American life.

## National Cultures

- **Culture Shock! eBook series (USA & Canada)**
  Travel guide titles by country. Covers land and history, society, customs, local views, lifestyle, food, touristic activities, language, work and fast facts. Commentary can be blunt and colloquial.

- **Culture Smart! Book series (USA & Canada)**
  Travel guide titles by country. Covers country overview, various ethnic groups, values and attitudes, customs and traditions, etiquette, local lifestyle, entertainment, transportation, business and communication.

- **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.

- **Kids.gov Cultures & Ethnic Groups (website)**
  U.S. government's recommended links to resources related to African, Asian, Hispanic and Native Americans, and Women.

- **Interculture 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.

## Encyclopedia of Ethnic Groups

- **Gale Encyclopedia of Multicultural America (2000 eBook)**
  Entries by American ethnic group. Covers history, food, language, customs, greetings, social and gender dynamics, arts, media, etc.

- **Multicultural America (2011 eBook)**
  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.

- **Encyclopedia of Canada's Peoples (1999 Book)**
  Entries by Canadian ethnic group. Covers origins, migration, community, family, culture, religion, politics, etc.

- **A Native American Encyclopedia (2015 Book)**
  Entries organized by region and ethnic group. Includes overview, history, religion, government, customs, economy, dress, war and contemporary issues.

## Images, Videos & Graphs

- **American Indian History Online (database)**
  Summaries, videos, slide shows, biographies, primary sources, maps and graphs on American Indian groups.
Cultural Competence: Latin America & the Caribbean

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

National & Regional Cultures

- Regional
  - 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.
  - Endangered Peoples of Latin America: Struggles to Survive and Thrive (2001 book)
    Chapters sorted by region and communities. Provides information on traditional economy, social and political organization, religion, and threats to survival.

- National
  - Culture Shock! ebook series (Latin America & the Caribbean)
    Travel guide titles by country. Covers land and history, society, customs, local views, lifestyle, food, touristic activities, language, work and fast facts. Commentary can be blunt and colloquial.
  - Culture & Customs of Latin America and the Caribbean series
    Titles by country. Introduces country and its history, then covers religion, customs, media, cinema, literature, and arts in more depth.
  - Culture Smart! book series (Latin America & the Caribbean)
    Travel guide titles by country. Covers country overview, various ethnic groups, values and attitudes, customs and traditions, etiquette, local lifestyle, entertainment, transportation, business and communication.

References by Subject

- History & Culture
    Entries by concept. Covers Portuguese-speaking regions and includes people, places, works, policies, languages, etc.
  - The Oxford Encyclopedia of Mesoamerican Cultures (2001 book)
    Entries by concept. Includes people, arts, religion, major civilizations' geography, cultural ecology, language and history.
    Entries by concept. Includes arts, literature, media, political and social institutions, biographies, etc.
  - Historical Dictionaries of Latin America & the Caribbean book series
    Encyclopedia titles by country. Brief entries on concepts, major historical and recent events, places and people.

Images, Videos & Graphs

- Videos
  - Latin America in Video (database)
    Spanish video database for a variety of fields browsable by country.
  - Americas (1993 video)
    English & Spanish video on issues that prevail in Latin America.

- Graphs
  - Glencoe World Geography textbook - Ch. 5: The Cultural Geography of Latin America (PDF)
    Simple overview of Latin American people, history and culture. Includes graphs and maps for ethnic groups, languages, migration and urbanization, historical empires and religions.
Cultural Competence: Europe

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

Regional & National Cultures

All Resources  Print Only

Regional

Entries by ethnic group. Includes flag, map, descriptions of the people, their homeland, history, language, religion, etc.

Ethnic Groups of Europe: An Encyclopedia (2011 book)
Entries by ethnic group. Overview discusses history, demography, language, etc.

Eastern Europe: An Introduction to the People, Lands, and Culture (2005 book)
Volumes organized by region, entries by country. Covers geography and demography, minorities, language, political systems, cultural development, etc.

Encyclopedia of Eastern Europe: From the Congress of Vienna to the Fall of Communism (2000 book)
Entries by concept. However, there are country-specific entries on geography, art, culture, language, literature, etc.

Southeast Europe: People and Culture (website)
Select a country to view introductory text and additional articles related to art, dance & theater, film, gastronomy, literature, music and sports.

National

Culture Shock! ebook series (Europe)
Travel guide titles by country. Covers land and history, society, customs, local views, lifestyle, food, touristic activities, language, work and fact facts. Commentary can be blunt and colloquial.

Cultures and Customs of Europe book series
Titles by country. Introduces country and its history, then covers religion, customs, media, cinema, literature, and arts in more depth.

Culture Smart! book series (Europe)
Travel guide titles by country. Covers country overview, various ethnic groups, values and attitudes, customs and traditions, etiquette, local lifestyle, entertainment, transportation, business and communication.

Pop Culture Germany! (2006 book)
Overview of contemporary German popular culture. Covers music, social movements, sports, performances, tourism, literature, icons, language, media, cinema, religion and arts.

Images & Videos

Europeana Collections (website)
Database of artworks, artifacts, books, videos and sounds from museums, libraries and universities across Europe.

Sputnik Images (website)
Photo bank of historical images and coverage of current Russian and international events. Website viewable in English and Russian.

Can't find what you're looking for? Try these resources:
CultureGrams  Global Road Warrior  GoiGlobal  Encyclopedia of World Cultures  MyWorldAbroad
Regional & National Cultures

Regional

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.

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.

Endangered Peoples of Africa and the Middle East: Struggles to Survive and Thrive (2002 ebook)
Chapters sorted by region and communities. Provides information on traditional economy, social and political organization, religion, and threats to survival.

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.

National

Culture Shock! ebook series (Middle East & Northern Africa)
Travel guide titles by country. Covers land and history, society, customs, local views, lifestyle, food, touristic activities, language, work and fast facts. Commentary can be blunt and colloquial.

Cultures and Customs book series (Northern Africa) & Cultures and Customs of the Palestinians (2004 book)
Titles by country. Introduces country and its history, then covers religion, customs, media, cinema, literature, and arts in more depth.

Culture Smart! book series (Middle East & Northern Africa)
Travel guide titles by country. Covers country overview, various ethnic groups, values and attitudes, customs and traditions, etiquette, local lifestyle, entertainment, transportation, business and communication.

Images & Videos

Creative Dissent: Arts of the Arab World Uprisings (website)
The Arab American Museum's online exhibit of photos, graffiti images, videos and songs about the uprisings in the Arab World from 2010 to 2013. Curated by U-M associate professor & PhD student.

Yousef Jameel Centre for Islamic and Asian Art (website)
The University of Oxford Ashmolean Museum's online collection of art from the Islamic Middle East, China, Japan, Southeast Asia, India and the Himalayas.

Can't find what you're looking for? Try these resources:

The Sub-Saharan Africa page may have more information related to Northern Africa.
Cultural Competence: Sub-Saharan Africa

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

Regional & National Cultures

- **All Resources**
- **Print Only**

**Regional**

  Entries by ethnic group. Visual guide to history, language, way of life, social structure, culture & religion.

  Entries by region, country and major civilizations. Visual guide to history and peoples of countries.

  Brief introductory entries on African language families, languages by country, and peoples and nations by country.

  Broad introduction to African cultural diversity, gender dynamics, geomorphology, climate, history, population, economies, resources, current development and issues, etc.

- **Into Africa: A Guide to Sub-Saharan Culture and Diversity (2009 ebook)**
  General introduction to African communities, communication, customs, business etiquette, travel tips and regional differences.

**National**

- **Culture Shock! ebook series (Africa)**
  Travel guide titles by country. Covers land and history, society, customs, local views, lifestyle, food, tourist activities, language, work and last facts. Commentary can be blunt and colloquial.

- **Cultures and Customs of Africa book series**
  Titles by country. Introduces country and its history, then covers religion, customs, media, cinema, literature, and arts in more depth.

- **Culture Smart! book series (Africa)**
  Travel guide titles by country. Covers country overview, various ethnic groups, values and attitudes, customs and traditions, etiquette, local lifestyle, entertainment, transportation, business and communication.

- **Society and Culture Complete Report ebook series**
  Entries by country. Information on gift-giving, greetings, holidays, life cycles, religion, sports, stereotypes, folklore, women, etc. Identical report and additional information on [Global Road Warrior](http://www.globalroadwarrior.com).

- **Historical Dictionaries of Africa series**
  Encyclopedia titles by country. Brief entries on concepts, major historical and recent events, places and people.

**Websites**

- **Art & Life in Africa**
  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.

- **Our Africa**
  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.

- **African Writing Online**
  Short texts from African writers and articles about African literary works and authors.

- **AfricaGuide**
  General African arts and culture, food, tribe, music, festivals information, basic country overviews, photo library and articles related to touristic travels in Africa.

- **Africa: The Art of a Continent**
  The Guggenheim Museum’s introductory online exhibit to artifacts, films and photographs from Africa. Use the clickable map to view by region.

Can't find what you're looking for? Try these resources:

- CultureGrams
- Global Road Warrior
- GoInGlobal
- Encyclopedia of World Cultures
- MyWorkAbroad

Last Updated: Jul 22, 2016 2:09 PM
URL: http://guides.lib.umich.edu/culture
Report a problem. Login to LibApps
Cultural Competence: Asia & Oceania

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

Regional & National Cultures

**Regional**
- **Encyclopedia of the Peoples of Asia and Oceania (2009 book)**
  - Entries by ethnic group. Includes an overview of location, time period, ancestry and language, followed by a timeline and details about history, cultural identity, etc.
  - Encyclopedic entries by ethnic group. Overview describes population and history.

**National**
- **Culture Shock! ebook series (Asia & Oceania)**
  - Travel guide titles by country. Covers land and history, society, customs, local views, lifestyle, food, tourist activities, language, work and fast facts. Commentary can be blunt and colloquial.
- **Cultures and Customs book series (Asia)**
  - Titles by country. Introduces countries and its history, then covers religion, customs, media, cinema, literature, and arts in more depth.
- **Culture Smart! book series (Asia & Oceania)**
  - Travel guide titles by country. Covers country overview, various ethnic groups, values and attitudes, customs and traditions, etiquette, local lifestyle, entertainment, transportation, business and communication.
- **Etiquette Guides ebook series (China, Korea & the Philippines)**
  - Titles by country. Includes information on character and values of the people, social etiquette, business etiquette and useful expressions.

**The Encyclopedia of New Zealand (website)**
- New Zealand government's online encyclopedia with entries on different ethnic groups, regions, creative and daily life, government, social concepts, nature, etc.

Images, Videos & Documents

- **ECAI Pacific Language Mapping (website)**
  - Language atlas of the Pacific area, Southeast Asia, and Madagascar.
- **Yousef Jameel Centre for Islamic and Asian Art (website)**
  - The University of Oxford Ashmolean Museum's online collection of art from the Islamic Middle East, China, Japan, Southeast Asia, India and the Himalayas.
- **Trove (website)**
  - The National Library of Australia's digital collection of Australian books, images, newspapers, maps, music, websites, etc.
- **Coconet TV (website)**
  - Interactive timeline, games, photos, blogs, videos about and from people in the Pacific.
- **Tribal Asia (2004 book)**
  - A photo book of tribes in ancient Arabia, India, mountains, Central Asia and Malay archipelago.

Can't find what you're looking for? Try these resources:
- CultureGrams
- Global Road Warrior
- GoInGlobal
- Encyclopedia of World Cultures
- MyWorldAbroad
Cultural Competence: Study/Work Abroad

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

Things to keep in mind when preparing to go abroad...

- **U-Pacific Cultural Training**
  Online training resource with units and sections for learning about the concept of culture and how skills, attitudes and behaviors affect adaptation to a new and unfamiliar environment.

- **Global Scholar Online Learning**
  This interactive online course outlines what to do and expect before, during and after going abroad with many videos. Upon completion of the course, you can receive a 'Global Scholar Certificate.' Registration required.

- **World Citizens Guide (brochures)**
  Visually appealing, short PDFs with simple suggestions for Americans traveling or working abroad.

- **U-M Resilient Traveling**
  U-M's project website dedicated to helping students traveling abroad to learn how to cope with culture shock, stress, loneliness and more. Click on 'Self-Assessment' to take an online mental health screening.

Business-Specific Webpages

- **GoinGlobal**
  Country guides & USA/Canada City Career Guides provide business-focused cultural advice. Includes employer profiles, visa regulations, job application guidelines and trends, and jobs/internships listing.

- **World Business Culture**
  Business culture and etiquette guide to countries.

- **Business Insider Country Communication Chart**
  Diagrams of how different nationals negotiate business.

- **Passport to Trade European Business Culture**
  Select a country to read more about its business culture (communication, etiquette, etc.). Also includes information about the country, its history, cultural taboos, education, transport, being a foreigner in the country, and additional resource links.

How to speak and act?

- **Etiquette 101: Listen Up!**
  How to say hello, good-bye, please, thank you and help in various languages, and country-specific greeting tips.

- **Journey/Woman What Should I Wear & Where**
  *What to wear* tips for women traveling to select countries.

- **CultureCrossing Etiquette Guide**
  Community-built and basic work and study etiquette guides by country.

- **Eating Abroad: The Cultural Resonance of Food**
  An article that shares food tips for travelers.