Cultural Competence

Chan, Sheila

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Cultural Competence: Getting Started

How to Use This Guide

This guide is designed to 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 are 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 cultures
* Find quick facts about a country or ethnic group, or a religion
* Learn about the history, culture and customs of a region or a country
* Prepare for going abroad

Technology

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

Courses are not necessarily listed by political boundaries, so intercultural communication is also distinct from international communication.

For more information, see the World Intercultural, Intercultural, Cross-Cultural, and International Communication: Who's the Different? article and ASGIC's Cultural Competence PDF.

Keep an Open Mind

Please note that the resources recommended within this guide may not reflect the University of Michigan or the University's position. Although it may represent a particular perspective, other Western, with varying levels of hierarchy, they should help you comprehend and respect some aspects of another culture without overriding your own values. Nonetheless, these resources may help you develop your intercultural competence, which is an important goal in keeping with the idea that people change and learn differently. Keeping an open mind and adapting accordingly, to specific circumstances may be helpful.

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

Why is Intercultural Awareness Important?

The University of Michigan has a large, international, and intercultural population, as demonstrated by the enrollment map below. You may encounter people with different customs and values that may affect communication and mutual understanding. Your own cultural knowledge and sensitivity to intercultural situations will also change, interact more regularly with others in a culturally diverse environment within the U.S. and abroad. Knowing about the local cultures of your destination may also help ease anxiety and stress, while making friends more enjoyable.

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

<table>
<thead>
<tr>
<th>Region</th>
<th>Fall 2015 Enrollment</th>
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<tbody>
<tr>
<td>North America</td>
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How to Increase Intercultural Awareness

<table>
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<tr>
<th>U-M Cultural Tracking</th>
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</table>
| Online training
 resource with units and sections for learning about the concept of cultures and how skills and attitudes behaviours change with people from other cultures. |

Global Scholar Online Learning

Your intercultural online course outline which will be expected during your intercultural course. Open registration for the online course begins on 24 October. For more information, visit the Global Scholar Learning website.

World七大 Guides (resources)

Visually engaging, short PDFs with simple suggestions for American students traveling abroad.

U-M Best Travel: International students

U-M's project website dedicated to helping students traveling abroad to learn how to cope with culture shock, stress, loneliness and homesickness, and more. Click on the "Get Started" link and sign up for the online mental health screening.

Ready to explore? Click on a tag below.

[Tag Cloud]

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[Tag Cloud]
Cultural Competence: World Cultures

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

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 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

**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.
Cultural Competence: USA & Canada

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

Getting Started  Diversity  World Cultures  Regional Cultures  Study/Work Abroad

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, tourist 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.

Intercultural 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.

News Sources

Newspaper Map
Find newspaper websites by location on a map.

Library PressDisplay
Browse electronic, recent issues of world newspapers by country.

Foreign Perspectives (books)

America: An Illustrated History (1998 book)


Across the Pond by Terry Eagleton Travelogue: Humorous anecdotes of America and its citizens from a British traveler and literary critic.

Encyclopedia of Ethnic Groups

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

Multicultural America (2011 ebook)
Entires 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)

Entires by Canadian ethnic group. Covers origins, migration, community, family, culture, religion, politics, etc.

A Native American Encyclopedia (2015 book)

Entires 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, slideshows, biographies, primary sources, maps and graphs on American Indian groups.

Can’t find what you're looking for? Try these resources:
CultureGrams  Global Road Warrior  GoinGlobal  Encyclopedia of World Cultures  MyWorldAbroad
Cultural Competence: Latin America & the Caribbean

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

National & Regional Cultures

News Sources

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

Academic Texts

- Latin America Reader series
  Titles by country. Anthologies of essays from different authors on history, politics, and society.
- Perspectives on... series
  Anthology of essays on history, politics, society, and culture that provide a multiperspectival view.
- Perspectives on Latin Americas (ebook)
  Includes discourse on identity, popular culture and transnational popular culture.
- Perspectives on the Caribbean (book)
  Includes discourse on identity, beliefs and globalisation.

U-M Library Research Guides

- AAS 473: Brazil History and Culture
- Anthropology 330: Mexico: Culture and Society
- Brazilian Studies
- Caribbean Art and Visual Culture
- DAAS 495: Transforming History: Haiti, Cuba, and the Caribbean Region
- From Colonial Saint-Domingue to Independent Haiti
- LACS 321 Inca, Aztec and the Spanish Conquest
- LACS 321: Indigenous Identity and Community in the Neoliberal Andes
- Latin American & Caribbean Studies

References by Subject

- History & Culture
- Arts & Literature
- Beliefs

- Encyclopedia of Latin American History and Culture (2008 ebook)
  Entries by concept. Covers Portuguese-speaking regions and includes people, places, works, policies, languages, etc.
- The Oxford Encyclopedia of Mesoamerican Cultures (2001 ebook)
  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.9: 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.

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

- Latin American Network Information Center (website)
- CultureGrams
- Global Road Warrior
- GainGlobal
- Encyclopedia of World Cultures
- MyWorldAbroad
Cultural Competence: Europe

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

Regional & National Cultures

News Sources
- Newspaper Map: Find newspaper websites by location on a map.

Academic Texts
- Landscape and Culture in Northern Eurasia (ebook): Covers select indigenous groups from Fennoscandia to the Russian Far East. Narrates their viewpoint, followed by an overview of their way of life and beliefs.
- Queer Cities, Queer Cultures (book): Essays that provide historical background and recent data on select queer communities in Europe.

Regional
- One Europe, Many Nations: A Historical Dictionary of European National Groups (2000 ebook): Entries by ethnic group. Includes flag, map, descriptions of the people, their homeland, history, language, religion, 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, tourist activities, language, work and fast 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.

U-M Library Research Guides
- Armenian Studies
- Central European Studies
- Czech and Slovak Studies
- East European Studies
- European Union
- French Language and Literature
- French History
- German Culture, History, Politics
- Germanic Languages & Literatures
- German Language Learning Guide
- Iberian Studies
- Italian Language, Literature and Culture
- Mediterranean Studies
- Polish Studies
- Russian Studies
- Scandinavian Studies
- Slavic, East European, and Eurasian Studies
- Southeast European Studies
- Spanish Language and Literature

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

Last Updated: Jul 22, 2018 20:09 PM
URL: http://guides.lib.umich.edu/culture
Subjects: International Studies, Europe, Study abroad, Travel, United States, Work abroad, World

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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, ethnoconflict, 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 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.

CultureGrams  Global Road Warrior  GoinGlobal  Encyclopedia of World Cultures  MyWorldAbroad
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, ways of life, social structure, culture and 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.

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

Academic Texts

- Global Nollywood: The Transnational Dimensions of an African Video Film Industry (ebook)
  Essays about the transformation, spread, audience and appropriation of Nollywood, Nigeria's video film industry.

- Perspectives on Africa (book)
  Anthology of essays on history, politics, society and culture that provide a multiperspectival view. Includes discourse on kinship, hunter-gatherers, beliefs, arts, gender relations, historical and modern transformations.

U-M Library Research Guides

- African and Diaspora Art and Visual Culture
- African Studies
- Lusophone Africa

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
- MyWorldAbroad
Cultural Competence: Asia & Oceania

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

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

Academic Texts
- Oceania (book)
  Volume 1 provides a collective overview of the region, activities, cycling, maps. Volume 2 is region-specific and discusses social relations, languages, politics, beliefs, etc.
- Popular Culture Co-production and Collaborations in East and Southeast Asia (ebook)
  Essays on popular culture and cinema in East and Southeast Asia.
- Everyday Life in Southeast Asia (ebook)
  Anthology of essays on the identities, livelihoods, traditions, religions and popular cultures of various people in Southeast Asia.

Regional & National Cultures

<table>
<thead>
<tr>
<th>All Resources</th>
<th>Print Only</th>
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<tbody>
<tr>
<td>Regional</td>
<td></td>
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<tr>
<td>Encyclopedia of the Peoples of Asia and Oceania (2009 book)</td>
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<tr>
<td>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.</td>
<td></td>
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<tr>
<td>Encyclopedic entries by ethnic group. Overview describes population and history.</td>
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<tr>
<td>Encyclopedia of Modern Asia (2003 ebook)</td>
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<tr>
<td>Entries by concept. Includes people, festivals, themes, and subject entries on architecture, cuisine, cinema, literature, etc.</td>
<td></td>
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<tr>
<td>Charting the Pacific (website)</td>
<td></td>
</tr>
<tr>
<td>Discover stories of lives in the Pacific and explore maps, country profiles, and regional statistics and issues.</td>
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<tr>
<td>Titles by country. Introduces country and its history, then covers religion, customs, media, cinema, literature, and arts in more depth.</td>
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<td>Culture Smart! book series (Asia &amp; Oceania)</td>
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<td>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.</td>
<td></td>
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<tr>
<td>Etiquette Guides ebook series (China, Korea &amp; the Philippines)</td>
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<tr>
<td>Titles by country. Includes information on character and values of the people, social etiquette, business etiquette and useful expressions.</td>
<td></td>
</tr>
<tr>
<td>The Encyclopedia of New Zealand (website)</td>
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<tr>
<td>New Zealand government's online encyclopedia with entries on different ethnic groups, regions, creative and daily life, government, social concepts, nature, etc.</td>
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U-M Library Research Guides
- Australia, New Zealand & the Pacific Islands
- Central Asian and Caucasian Studies
- Chinese Studies
- Chinese-language Resources in STEM Fields
- East Asian Studies
- GIS, Map and Statistics: China
- GIS, Map and Statistics: Japan
- GIS, Map and Statistics: Korea
- Japanese Studies
- Korean Online Resources
- Korean Studies
- Philippine Studies
- South Asia Guide
- Southeast Asia Guide

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.

## 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 Resources

- **Global Michigan**
  U-M's portal for international opportunities and resources.

- **International Center**
  View more U-M webpages and resources for study, work & travel purposes.

- **Center for Global and Intercultural Studies**
  LSA-affiliated study abroad programs and tips. Click into "Intercultural Learning" under "Students" to view courses at U-M.

- **M-Compass**
  Portal to apply for study or intern abroad programs.

## U-M Library Research Guides

- **Study Abroad Top 10 Countries**
  Prep Course for Japan Trip - Library Guide

- **Career Resources**
  Funding for Students

- **Funding Sources for School of Public Health Graduate Students**
  Grants and Fundraising

- **Social Work: Global Practice**
  Stamps International Experience

## Going Abroad Articles

- **MyWorldAbroad**
  Articles address various concerns related to international job and program applications, and emphasize that there are valuable skills to be learned before, during and after going abroad. Additional features include self-evaluations and resource links.

- **GoOverseas**
  Short overview of select countries and cities. Various articles about studying, teaching, interning and volunteering abroad. Includes program search.

- **GoAbroad.com**
  Read articles and reviews, and search for study, volunteer, intern and teach abroad programs.

- **TransitionsAbroad**
  Articles on work, study, travel and living abroad. This website has a large leisure travel section and its own online magazine.

## 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 labors, education, transport, being a foreigner in the country, and additional resource links.

## How to speak and act?

- **Etiquette 101: Listen Up** (article)
  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** (website)
  "What to wear" tips for women traveling to select countries.

- **Culture Crossing Etiquette Guide** (website)
  Community-built and basic work and study etiquette guides by country.

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