2016

Cultural Competence

Chan, Sheila
https://hdl.handle.net/2027.42/122869
http://creativecommons.org/licenses/by-nc/4.0/

Downloaded from Deep Blue, University of Michigan's institutional repository
Cultural Competence: Diversity

According to the United States Census Bureau, in 2012 and 2013, the U.S. is expected to become a "more diverse nation." One example is the rapid increase of immigrants and current minority groups are expected to grow.

Race & Ethnicity

What is the difference between race and ethnicity? View tips from FRED and California Newsweek's experts. Learn more about race and ethnicity on FRED34: The Power of Big Data.

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 Data Map" American Indian and Alaska Natives as a Percentage of County Population: 2010

Interactive Map of the U.S.


American Diversity Demographics

There are many more factors that contribute to our personal identity, sense of culture, and perception. The information above gives just a way to view the U.S. and the people as we can understand them better.

Gender
Race
Nativity
Age
Socioeconomic Status
Geographic Location

Click on the icon to visit the source for the larger original report. Indigenous and multiracial populations are not included.

Intercultural Communication

Why is developing intercultural communication skills important? The Destiny and Impact/Influence of Cultural Backgrounds (PDF)

Cultural Stereotypes: The Differences Between Western and Eastern Cultures (PDF)

Cross-Cultural Communication online

This short, three-video video teaches a situation in which a manager and her two employees have difficulties communicating due to cultural background and stereotypes. It emphasizes the importance of treating everyone and country as unique.

Understanding Accents
I haven't had time understanding accents," (article)

This advice column suggests a few strategies to appropriately deal with not understanding another person's accent.

Dealing Other People's Accents (PDF)

According to one source, personalities which are more reserved and stereotypical are more likely to be benefited by the native languages, while those who are more outgoing and non-rigid are more likely to be benefited by the English language.

American English

By John Chapple

American English is a dynamic language in which words and phrases are constantly evolving and changing. This allows the language to remain current and applicable to the ever-changing world.

American English is divided into many different dialects, each with its own specific structure and vocabulary. For example, "y'all" is a common dialectal form for "you all" in the Southern United States. This is just one example of how American English can vary from region to region.

Intercultural Communication

Diversity, Equity, & Inclusion Strategies Making Efforts

The Michigan State University student article about some students' experience on campus. The article also includes light on the peripheral student's struggles and efforts to learn, how as an adult students attending a university can affect their understanding.

The professor does speak English: Communication and cooperation in classroom communication (article)

Many students require and only frame how we may not understand their professor. This article is a good reminder of how communication is a two-way street and stereotypes can affect communication.
Cultural Competence: World Cultures

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

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
- Intercultural Resources
- Indigenous Resources
- Lesbian, Gay, Bisexual, Transgender & Queer Studies
- Women's Studies
- History (General)
- Musicology 139 - 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 Mrlyn.

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.

Commiseco 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: 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
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)
Guides for cultural 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 last 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, etiquettes, local lifestyle, entertainment, transportation, businesses, 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.

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

Interchange 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 newspapers by country.

Foreign Perspectives (books)

- "美国纪行：一个中国学者眼中的美国生活" (American Life by an American)

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

- 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.

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.

Images, Videos & Graphs

- American Indian History Online (database)
  Summaries, videos, slideshows, biographies, primary sources, maps and graphs on American Indian groups.

U-M Library Research Guides

- American Culture
- Ancult 461/Athcul 461/Ling 461: Language, Culture, and Society in Native North America
- Arab-American Studies
- Francophone Canada
- United States History

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

- 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.

- 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 facts. Commentary can be blunt and colloquial.

- Culture and 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
- Arts & Literature
- Beliefs

  Entries by concept. Covers Portuguese-speaking regions and includes people, places, works, policies, languages, etc.

- The Oxford Encyclopedia of Mexican-American 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

- 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.

- 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.
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 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, icon, 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  GoInGlobal  Encyclopedia of World Cultures  MyWorldAbroad
Regional & National Cultures

All Resources  Print Only

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

### 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.

### 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.
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,Ho cities, 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, lifestyles, traditions, religions and popular cultures of various people in Southeast Asia.

Regional & National Cultures

All Resources Print Only

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.
- Encyclopedia of Modern Asia (2003 ebook)
  Entries by concept. Includes people, festivals, themes, and subject entries on architecture, cuisine, cinema, literature, etc.
- Chartering the Pacific (website)
  Discover stories of lives in the Pacific and explore maps, country profiles, and regional statistics and issues.

National

- Culture Shock! ebook series (Asia & Oceania)
  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 (Asia)
  Titles by country. Introduces country 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 photobook 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.

Getting Started Diversity World Cultures Regional Cultures Study/Work Abroad

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.

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 traditions, 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.