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 is a process that requires time and effort, and everyone will be at a different level on any given topic.

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
- 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 topics, such as International (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 defined by disciplines, so international communication is also distinct from international communication.

For more information, see WorldWide Intercultural, Intercultural, Global-Cultural, and International Communication: What’s the Difference? below and ANTC012’s Diversity/Culture/PDF.

Keep an Open Mind

Please note that the resources recommended within the guide may not reflect the University of Michigan or the University community. After all, the knowledge you gain about others will not always be the same as what you already know. Therefore, keep an open mind and adapt your strategies to specific circumstances.

Interested in learning more about open-mindedness? Take a look at “Be an Open-Minded Multicultural Psychologist and Racial Analyst” (below).

Why is Cultural Awareness Important?

The University of Michigan has a large international and minority population, as demonstrated by the enrollment in this study. It is important to have people from different cultures and values that may affect communication and mutual understanding. The University of Michigan strives to create a diverse and inclusive environment. University leaders and faculty members are expected to work together to create a diverse and inclusive environment.

University of Michigan - Ann Arbor
Student Enrollment by Country and Level
International Level Fall 2015 Total Enrollment

<table>
<thead>
<tr>
<th>Country</th>
<th>Enrollment</th>
</tr>
</thead>
<tbody>
<tr>
<td>China</td>
<td>1,234</td>
</tr>
<tr>
<td>India</td>
<td>789</td>
</tr>
<tr>
<td>Brazil</td>
<td>567</td>
</tr>
<tr>
<td>Mexico</td>
<td>456</td>
</tr>
<tr>
<td>Japan</td>
<td>321</td>
</tr>
<tr>
<td>South Korea</td>
<td>210</td>
</tr>
</tbody>
</table>

How to Increase Interpersonal Awareness

Global Scholar Online Tutoring

This resource gives students advice on how to adapt and adjust to a different way of life after going abroad with many videos. It is available online and is suitable for all levels of learners. (WorldWide Intercultural Guides [Resources]

World Wide Web Resources

U-M Real Estate 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-Assessed Style” to view an online mental health screening.

Library Contact

Alona Powers
Contact: 208 North Library North
Library:

Recommended Resources or Texts...

Submit Here

I recommend your library:

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

**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:

- 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, etiquettes, 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.

- 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.

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, 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

URL: http://guides.lib.umich.edu/culture

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Last Updated: Jul 22, 2018 2:09 PM

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# Cultural Competence: Latin America & the Caribbean

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

## National & Regional Cultures

### National

- **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.

### Regional

- **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.

- **Cultures 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

- **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.8: 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.
Regional & National Cultures

All Resources  Print Only

Regional

Entries by ethnic group. Includes flag, map, descriptions of the people, their homeland, 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 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.
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.

Cultural 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.
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.

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.

Africa Guide

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.

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.
  - Encyclopedia of Modern Asia (2003 ebook)
    - Entries by concept. Includes people, festivals, themes, and subject entries on architecture, cuisine, cinema, literature, etc.
  - Charting 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, tourist 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 and the Himalayas.
- **Trove (website)**
  - The National Library of Australia's digital collection of Australian books, images, newspapers, maps, music, websites, etc.
- **Coonect 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.

**Getting Started**

**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 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.

- **Culture Crossing 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.

**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**