

UNIT 8: INTERCULTURAL COMMUNICATION MODEL

TIME FRAME: (60 MINUTES)

DESO Model of Intercultural Communication ~ Detailed Description (10 minutes)

DESO Model of Intercultural Communication Case Studies Exercise (50 minutes)

WHY IS THIS IMPORTANT TO KNOW?

The DESO Model of Intercultural Communication may help to resolve communication problems across cultures. It may be used as a guide to develop the skills for dealing with people from other cultures when discussing needs, conflict, motivation, perception, and assumptions.

OBJECTIVES/PURPOSES:

1. Individuals will examine and learn to use guidelines to assist in effectively communicating across cultures.

HOW TO USE THIS INFORMATION:

A variety of lectures and activities that will assist in meeting the objective stated for this unit are offered. The facilitator can begin with the combined lectures (11) and handout 1 focusing on the DESO Model of Intercultural Communication followed by exercise (9) which is a total of 60 minutes.

SUPPORTING MATERIALS:

Lecture 11 (10 minutes) – DESO Model of Intercultural Communication ~ Detailed Description
Exercise 9 (50 minutes) – DESO Model of Intercultural Communication (Handouts: Case Studies and DESO Detailed Description)

BIBLIOGRAPHY OF ADDITIONAL RESOURCES, if applicable:

Lambert, J. & Myers, S. (1994). *50 Activities for diversity training*. HRD Press: Amherst, MA.
Samovar, L., & Porter, R. (1991). *Communication between cultures*. Belmont, CA:
Steiner, H., & Haas, K. (Eds.). (1995). *Cross-cultural design: Communicating in the global marketplace*. London: Thames & Hudson.
Storti, C. (1989). *The art of crossing cultures*. Yarmouth, ME: Intercultural Press.
Wadsworth. Schweder, R. A. (1991). *Thinking through cultures*. Cambridge, MA: Harvard University Press.