

# THE FORMATION OF INTERCULTURAL COMMUNICATION COMPETENCE OF FUTURE ENGLISH TEACHERS

Amer Abdulhussein Hashim Albuhmedee

University of Sumer, College of Basic Education, Department of Sciences

## **ABSTRACT**

*In today's diverse classrooms, educators must possess the vital skill of intercultural communication competence. This piece delves into the importance of this competence within teacher education, examining the factors that shape it among aspiring educators, such as cultural awareness, sensitivity, knowledge, and skills. The article also discusses effective strategies and approaches for integrating intercultural communication training into teacher education programs. Through a comprehensive examination of theory, research, and practice, this article aims to provide insights into fostering intercultural communication competence among future teachers. The purpose of writing the current work is to focus on certain concepts, among them are Educational Awareness: The primary purpose of the article is to raise awareness among future teachers about the importance of intercultural communication competence in their professional practice. This piece underscores the importance of cultural diversity in educational environments and highlights the necessity of cultivating abilities to communicate and collaborate effectively with a diverse range of students, families, and colleagues. As a resource for professional development, the article aims to equip future teachers with insights into intercultural communication and offer actionable strategies for seamlessly integrating cultural competence into their teaching methodologies. It should inspire them to engage in continuous learning and reflection to become culturally responsive educators. Promoting Inclusivity: Another purpose of the article is to advocate for inclusivity and equity in education.*

## **KEYWORDS**

*Intercultural Communication Competence, Educational Awareness, Professional Development*

## **1. INTRODUCTION**

In our increasingly globalized world, possessing intercultural communication competence is paramount. This skill entails the capacity to communicate effectively and appropriately with individuals from varied cultural backgrounds, reflecting the growing prevalence of interactions among diverse communities [1, 2].

Intercultural communication competence entails the capability to communicate effectively and appropriately with individuals from diverse cultural backgrounds. This skill involves comprehending, respecting, and adapting to cultural differences to foster successful interactions and prevent conflicts and misunderstanding [3, 4]. Below are the main important concepts must be under consideration, they are:

### **1.1. Understanding Cultural Differences**

Developing intercultural communication competence starts with gaining insight into cultural variations in values, beliefs, norms, and communication methods. This process entails

acknowledging that diverse cultures may exhibit unique strategies for communication, conflict resolution, and social engagement [5].

## 1.2. Adaptation and Flexibility

Competence in intercultural communication requires the ability to adapt communication strategies and behaviors according to the cultural context. This includes being flexible in one's communication style, listening actively, and being open to different perspectives [6].

## 2. EMPATHY AND RESPECT

Intercultural communication competence involves demonstrating empathy and respect towards individuals from different cultural backgrounds. This involves being mindful of cultural sensitivities, refraining from stereotypes, and demonstrating genuine interest in comprehending others' viewpoint [7].

### 2.1. Effective Communication Strategies

Competence in intercultural communication requires the use of effective communication strategies that promote mutual understanding and collaboration across cultures. This may involve using clear and concise language, nonverbal communication cues, and adapting communication channels to suit the cultural context [8].

### 2.2. Conflict Resolution and Mediation

Intercultural communication competence also encompasses the ability to effectively manage and resolve conflicts that may arise due to cultural differences. This entails utilizing techniques like active listening, negotiation, and mediation to resolve misunderstandings and foster harmony [9]. Developing intercultural communication competence is an ongoing process that requires self-awareness, cultural sensitivity, and a willingness to learn and adapt. These resources provide a thorough comprehension of the principles and methodologies associated with intercultural communication competence.

### 2.3. Concepts of Intercultural Communication Competence

Intercultural communication competence is the capacity to communicate effectively across diverse cultural backgrounds, navigating differences to foster successful relationships and meet communication objectives, the idea encompasses more than a few key components [10, 11, 12, 13, 14]:

- ❖ **Effective Communication:** Being able to achieve communication goals that matter to you through interactions with individuals from diverse cultures.
- ❖ **Appropriate Communication:** Using messages and actions that are meaningful and interpreted correctly by others from different cultures.
- ❖ **Knowledge:** Having information about other cultures, their communication norms, context, and expectations.
- ❖ **Skills:** Having the capacity to adjust your communication approach to effectively engage with people from diverse cultural backgrounds.
- ❖ **Motivation:** Being willing and open to interact with people from diverse backgrounds, letting go of biases or negative emotions.

However, intercultural communication competence includes; active listening, enhancing cultural awareness, careful word choice, promoting respect, reinforcing intercultural policies, offering cultural immersion experiences, investing in language training, and fostering a culture of diversity-friendly workplace practices

### **3. THE BENEFITS OF HAVING INTERCULTURAL COMMUNICATION COMPETENCE**

Intercultural communication competence denotes the skill to communicate and interact effectively with individuals from varied cultural backgrounds. There are numerous benefits associated with developing this competence, both personally and professionally. Here are some of the key benefits [15]:

#### **3.1. Enhanced Communication Skills**

Developing intercultural communication competence improves your overall communication skills. You become more adept at navigating language barriers, understanding nonverbal cues, and adapting your communication style to suit different cultural contexts [16].

#### **3.2. Cultural Sensitivity and Awareness**

Intercultural competence cultivates deeper appreciation and comprehension of diverse cultures. By acquainting oneself with various cultural norms, practices, and individual values become more attuned to cultural distinctions, reducing the likelihood of unintentional offense or misunderstanding [17].

#### **3.3. Conflict Resolution**

Proficient intercultural communication skills can effectively mitigate and resolve conflicts stemming from cultural misunderstandings. By being able to recognize and address cultural differences constructively, you can mitigate tensions and foster positive relationships [18].

#### **3.4. Increased Empathy and Respect**

Developing intercultural competence encourages empathy and respect for others. By gaining insights into the perspectives and experiences of individuals from diverse cultural backgrounds, you foster a sense of inclusivity and mutual understanding [19].

#### **3.5. Expanded Opportunities**

In today's globalized world intercultural competence is highly valued in both personal and professional settings. Those with robust intercultural communication skills are better prepared to excel in diverse environments and are highly desirable to employers seeking candidates with international experience [20].

#### **3.6. Cross-Cultural Collaboration**

Intercultural competence facilitates effective collaboration across cultural boundaries. Whether working on international projects or engaging with diverse teams, individuals who can navigate cultural differences are better positioned to succeed in collaborative endeavors [21].

### **3.7. Personal Growth and Awareness**

Developing intercultural competence often leads to personal growth and self-awareness. Interacting with individuals from diverse backgrounds can challenge your own assumptions and expand your perspectives, resulting in personal enrichment and development [22].

## **4. CAREER ADVANCEMENT**

Intercultural competence is highly valued in the job market as it enables individuals to excel in diverse teams, effectively communicate with clients and partners from various cultures, thus improving employability and paving the way for international career prospects [23].

### **4.1. Business and Organizational Success**

It contributes to the success of businesses by fostering inclusive work environments, promoting collaboration, innovation, problem-solving within diverse teams, leading to improved productivity and better decision-making [24].

### **4.2. Global Mindset and Appreciation for Diversity**

A global mindset entails individuals' capacity to think and act with a global perspective, comprehending and valuing cultural diversity while adeptly maneuvering across various cultural contexts. Here's an overview along with references that delve deeper into the concept of global mindset and appreciation for diversity [25, 26, 27, 28]:

#### **4.2.1. Understanding Global Mindset**

- ❖ **Global Perspective:** Possessing a global mindset entails grasping the interconnected nature of the world and acknowledging how local decisions can influence global outcomes.
- ❖ **Cultural Intelligence:** It involves the ability to adjust behavior and communication styles across diverse cultural settings, displaying sensitivity and respect for various cultural norms and values.
- ❖ **Openness to Diversity:** Individuals with a global mindset value and embrace diversity, recognizing it as a source of innovation, creativity, and competitive advantage in global markets.

#### **4.2.2. Components of Global Mindset**

- ❖ **Cognitive Complexity:** The ability to perceive and analyze complex, interrelated global issues from multiple perspectives.
- ❖ **Psychological Capital:** Resilience, optimism, and self-efficacy in dealing with the challenges and uncertainties of global environments.
- ❖ **Global Social Capital:** Building networks and relationships across cultures, fostering trust and collaboration in diverse settings.

#### **4.2.3. Development of Global Mindset**

- ❖ **Experiential Learning:** Immersion experiences such as travel, study abroad programs, and cross-cultural interactions facilitate the development of a global mindset.
- ❖ **Cultural Exposure:** Exposure to diverse cultures through literature, art, music, and cuisine enhances cultural awareness and sensitivity.

- ❖ **Continuous Learning:** Engaging in ongoing learning and reflection on global issues, cultural differences, and one's own biases contributes to the development of a global mindset.

## **5. CHALLENGES**

### **5.1. Cultural Differences**

Differences in values, norms, and communication styles can result in misunderstandings. Cultural differences encompass variations in beliefs, values, norms, behaviors, and communication styles among distinct cultural groups. These differences influence how individuals perceive the world, interact with others, and navigate social situations. Here's an overview along with references that explore cultural differences [30, 31]:

### **5.2. Dimensions of Cultural Differences**

**Hofstede's Cultural Dimensions:** Hofstede identified several dimensions of culture, including individualism vs. collectivism, power distance, uncertainty avoidance, masculinity vs. femininity, and long-term vs. short-term orientation.

### **5.3. Trompenaars' Cultural Dimensions**

Trompenaars proposed dimensions such as universalism vs. particularism, individualism vs. communitarianism, neutral vs. affective, specific vs. diffuse, and achievement vs. ascription.

### **5.4. Hall's High-Context vs. Low-Context Cultures**

Hall distinguished between cultures that rely heavily on contextual cues and implicit communication (high-context) versus those that prioritize explicit verbal communication and low reliance on context (low-context).

## **6. EFFECTS OF CULTURAL DIFFERENCES: [32]**

### **6.1. Communication Styles**

Cultural differences influence communication styles, including direct vs. indirect communication, high vs. low context communication, and the use of nonverbal cues.

### **6.2. Leadership and Management**

Cultural variations impact leadership and management practices, such as decision-making styles, approaches to hierarchy, and attitudes toward authority.

### **6.3. Negotiation and Conflict Resolution**

Cultural differences affect negotiation strategies, conflict resolution approaches, and perceptions of fairness and justice [33].

## 6.4. Work Ethics and Values

Variations in cultural values shape work ethics, attitudes toward time, teamwork, and perceptions of success and achievement.

## 6.5. Managing Cultural Differences [34]

### 6.5.1. Cultural Intelligence

Cultural intelligence (CQ) encompasses the capability to comprehend, adapt to, and excel in diverse cultural contexts. It involves cultural knowledge, mindfulness, behavioral skills, and meta-cognition.

### 6.5.2. Intercultural Communication Skills

Mastering essential intercultural communication skills, such as active listening, empathy, and sensitivity to cultural variances, is imperative for successfully navigating diverse cultural environments.

### 6.5.3. Cross-Cultural Training

Providing cross-cultural training and cultural awareness programs helps individuals and organizations develop the knowledge and skills needed to manage cultural differences effectively.

### 6.5.4. Building Trust and Relationships

Building trust and relationships across cultures through mutual respect, open communication, and collaboration fosters understanding and cooperation[35, 36].

- **Language Usage:** Words and phrases may have different meanings across cultures.
- **Non-Verbal Communication:** Differences in gestures, personal space, and time perception can impact communication.
- **Conflict Resolution:** Different approaches to conflict resolution can create challenges.
- **Task Completion:** Varied notions of time, resource access, and relationship-building affect how tasks are approached.
- **Ethnocentrism:** The tendency to view other cultures through one's own perspective can be a barrier

## 7. OPPORTUNITIES

1. **Enriched Perspectives:** Learning about different cultures broadens one's worldview.
2. **Problem-Solving Diversity:** Diverse approaches offer new solutions to challenges.
3. **Relationship Building:** Cross-cultural interactions foster trust and collaboration.
4. **Personal Growth:** Challenging assumptions leads to self-reflection and growth.

Effective cross-cultural communication is essential in today's globalized world, promoting understanding, tolerance, and cooperation across diverse backgrounds

## 7.1. Culture and communications [10, 12, 17, 22, 25]

Culture is a multifaceted and intricate concept that encompasses the beliefs, values, norms, customs, traditions, language, and symbols collectively shared by a group of people. It significantly shapes individuals' perceptions of the world, their interactions with others, and their modes of communication. Understanding culture is essential for effective communication because it shapes the way people encode, interpret, and respond to messages.

- ✓ **Communication Styles:** Various cultures exhibit unique communication styles. Certain cultures may prioritize direct and explicit communication, whereas others may favor indirect and implicit communication. For example, in Western cultures, straightforwardness is often prized, whereas in many Eastern cultures, saving face and maintaining harmony are prioritized, leading to more nuance and indirect communication.
- ✓ **Nonverbal Communication:** Culture profoundly influences nonverbal communication cues, including gestures, facial expressions, posture, and eye contact. What might be considered appropriate nonverbal behavior in one culture could be perceived differently or even as rude in another.
- ✓ **Language:** Language is a crucial component of culture, and linguistic differences can lead to misunderstandings. Literal translations of words or phrases may fail to capture the intended meaning or cultural nuances accurately. Furthermore, idioms, slang, and metaphors are frequently culturally specific and may pose challenges for individuals from different cultural backgrounds to understand easily.
- ✓ **Values and Norms:** Cultural values and norms influence communication by shaping what topics are considered appropriate or taboo, as well as acceptable ways of expressing emotions and opinions. For example, in cultures that prioritize individualism, self-expression and assertiveness may be encouraged, whereas in collectivist cultures, conformity and group harmony may be valued more highly.
- ✓ **Social Hierarchies:** Cultural differences in social hierarchies can affect communication dynamics. In hierarchical cultures, like many Asian cultures, communication tends to be more formal and respectful towards authority figures. Conversely, in egalitarian cultures, such as many Western cultures, communication tends to be more informal and egalitarian.
- ✓ **Cultural Context:** Understanding the cultural context is crucial for interpreting messages accurately. Cultural references, historical events, and societal norms all influence how messages are understood within a particular cultural framework.
- ✓ **Cultural Sensitivity:** Recognizing and respecting cultural differences are vital for effective communication across diverse cultures. It involves recognizing and respecting diverse cultural perspectives, adapting communication styles as needed, and avoiding assumptions or stereotypes based on cultural backgrounds.

However, culture profoundly influences communication by shaping communication styles, nonverbal cues, language use, values and norms, social hierarchies, and the overall cultural context.

## **8. DEVELOPING STRATEGIES FOR CULTURAL AWARENESS [37, 38, 39, 40]**

Cultivating cultural awareness is essential for nurturing understanding, empathy, and effective communication across diverse groups. Here are several strategies to enhance cultural awareness:

### **8.1. Education and Training**

Offer workshops, seminars, or training sessions on cultural diversity, sensitivity, and inclusion. These sessions may encompass discussions on cultural norms, values, communication styles, and biases [37].

### **8.2. Cross-Cultural Experiences**

Promote the involvement of employees or individuals in cross-cultural experiences, such as studying abroad, volunteering in diverse communities, or engaging in cultural exchange programs. These experiences provide firsthand exposure to different cultures and perspectives [38].

### **8.3. Cultural Competency Training**

Provide specialized training programs focused on developing cultural competency skills, including cultural self-awareness, understanding of cultural differences, effective communication across cultures, and conflict resolution in multicultural settings (Hofstede et al., 2010) [39].

### **8.4. Regular Cultural Dialogue**

Encourage open and respectful discussions about cultural differences within teams or communities. Urge individuals to share their experiences, perspectives, and insights, thereby fostering a culture of understanding and mutual respect (Trompenaars & Hampden-Turner, 2012) [40].

### **8.5. Cultural Immersion Activities**

Organize cultural immersion activities such as food festivals, cultural celebrations, or language exchange programs. These activities allow participants to immerse themselves in different cultures, learn about traditions, customs, and cuisines firsthand (Adler, 2008) [37].

### **8.6. Promote Diversity in Leadership**

Ensure that leadership positions reflect diversity and inclusivity. Having diverse leadership can help promote cultural awareness and create an inclusive organizational culture where diverse perspectives are valued and respected (Hofstede et al., 2010) [39].

### **8.7. Cross-Cultural Mentorship Programs**

Create mentorship programs that match individuals from diverse cultural backgrounds. Mentors can offer guidance, support, and insights into navigating cultural differences in the workplace or community (Bennett, 2009) [38].



### **8.8. Cultural Sensitivity in Communication**

Train individuals to communicate effectively across cultures by emphasizing active listening, empathy, and sensitivity to cultural nuances. Encourage the use of inclusive language and non-verbal cues that respect cultural differences (Trompenaars & Hampden-Turner, 2012) [40].

### **8.9. Continuous Learning and Adaptation**

Cultivate a mindset of continuous learning and adaptation to cultural diversity. Encourage individuals to seek feedback, reflect on their own cultural biases, and be open to learning from others (Adler, 2008) [37].

### **8.10. Utilize Resources and Networks**

Access resources such as books, articles, documentaries, and online courses that focus on cultural awareness and diversity. Additionally, build networks with individuals and organizations that promote cultural understanding and exchange [41].

## **9. WHY INTERCULTURAL COMMUNICATION COMPETENCE MATTERS FOR FUTURE TEACHERS[42, 43]**

### **9.1. Diversity in the Classroom**

Modern classrooms are experiencing unprecedented diversity, accommodating students from a wide array of linguistic, cultural, and socioeconomic backgrounds. Future teachers must be equipped to engage with this diversity effectively, recognizing and valuing the unique perspectives and experiences that each student brings to the learning environment.

### **9.2. Building Relationships**

Effective teaching is built on strong relationships between teachers and students. Intercultural communication competence enables teachers to establish trust and rapport with students from different cultural backgrounds, fostering a sense of belonging and community in the classroom.

### **9.3. Conflict Resolution**

Occasionally, cultural disparities may result in misunderstandings or conflicts within the classroom. Teachers who possess intercultural communication competence are better equipped to navigate these challenges, resolving conflicts constructively and promoting dialogue and mutual understanding among students.

## **10. CONCLUSION**

As the demographics of classrooms continue to evolve, the importance of intercultural communication competence for future teachers cannot be overstated. By providing teachers with the essential knowledge, skills, and attitudes required to communicate effectively across cultures, we can guarantee that all students receive inclusive and culturally responsive education. Teacher education programs play a crucial role in nurturing the intercultural communication competence

of future educators through deliberate training, experiences, and support mechanisms. This effort ultimately contributes to fostering more equitable and enriching learning environments for all.

## REFERENCES

- [1] Bennett, Milton J. "Basic Concepts of Intercultural Communication: Paradigms, Principles, and Practices." Intercultural Press, 1998.
- [2] Ting-Toomey, Stella, and Leeva C. Chung. "Understanding Intercultural Communication." Oxford University Press, 2012.
- [3] Lustig, Myron W., and Jolene Koester. "Intercultural Competence: Interpersonal Communication Across Cultures." Pearson, 2013.
- [4] Samovar, Larry A., Richard E. Porter, and Edwin R. McDaniel. "Communication Between Cultures." Cengage Learning, 2016.
- [5] Lustig, M. W., & Koester, J. Intercultural Competence: Interpersonal Communication Across Cultures. Pearson, 2021.
- [6] Shei, C. The Routledge Handbook of Chinese Discourse Analysis. 1<sup>st</sup> Edition. Routledge. 2022.
- [7] Samovar, L. A., Porter, R. E., & McDaniel, E. R. Intercultural Communication: A Reader. Cengage Learning. 2019.
- [8] Jandt, F. E. An Introduction to Intercultural Communication: Identities in a Global Community. Sage Publications. (2019).
- [9] Ting-Toomey, S. Identity, Culture, and Communication: Interpersonal and Intercultural Experiences. Sage Publications. [2017].
- [10] Deardorff, Darla K. "The SAGE Handbook of Intercultural Competence." SAGE Publications, (2009).
- [11] Gudykunst, William B., and Young Yun Kim. "Communicating with Strangers: An Approach to Intercultural Communication." McGraw-Hill Education, 2003.
- [12] Chen, Guo-Ming. "Intercultural Adaptation: Concepts, Theories, and Models." Routledge, 2011.
- [13] Martin, Judith N., and Thomas K. Nakayama. "Intercultural Communication in Contexts." McGraw-Hill Education, 2019.
- [14] Jandt, Fred E. "An Introduction to Intercultural Communication: Identities in a Global Community." SAGE Publications, 2016.
- [15] Wiseman, R. L., & Koester, J. Intercultural Communication Competence. Pearson. (2017).
- [16] Allen, B. J., *Difference Matters: Communicating Social Identity*, 2nd ed. (Long Grove, IL: Waveland, 2011), 9, 65, 186–87.
- [17] Bednarz, F., "Building Up Intercultural Competences: Challenges and Learning Processes," in *Building Intercultural Competencies: A Handbook for Professionals in Education, Social Work, and Health Care*, eds. Maria Giovanna Onorati and Furio Bednarz (Leuven, Belgium: Acco, 2010), 39.
- [18] Bennett, J. M., "Cultivating Intercultural Competence," in *The Sage Handbook of Intercultural Competence*, ed. Darla K. Deardorff (Thousand Oaks, CA: Sage, 2009), 127–34.
- [19] Jones Jr., R. G., "Putting Privilege into Practice through 'Intersectional Reflexivity': Ruminations, Interventions, and Possibilities," *Reflections: Narratives of Professional Helping* 16, no. 1 (2010): 122.
- [20] <https://ospi.k12.wa.us/sites/default/files/2023-10/elocguide.pdf>
- [21] Trompenaars, F., & Hampden-Turner, C. *Riding the Waves of Culture: Understanding Diversity in Global Business*. Nicholas Brealey Publishing. (2012).
- [22] Sutton A., Williams H. M., Allinson C. W. (2015). A longitudinal, mixed method evaluation of self-awareness training in the workplace. *European Journal of Training and Development*, 39(7), 610–627. doi: 10.1108/EJTD-04-2015-0031 .
- [23] Adeniran RK, Smith-Glasgow ME, Bhattacharya A, Xu Y. Career advancement and professional development in nursing. *Nurs Outlook*. 2013 Nov-Dec;61(6):437-46. doi: 10.1016/j.outlook.2013.05.009. Epub 2013 Aug 1. PMID: 23910927.
- [24] Giorgi G, Shoss M, Di Fabio A. Editorial: From Organizational Welfare to Business Success: Higher Performance in Healthy Organizational Environments. *Front Psychol*. 2017 May 23;8:720. doi: 10.3389/fpsyg.2017.00720. PMID: 28588519; PMCID: PMC5440579.
- [25] Javidan, M., & Walker, J. L. (2013). *Developing your global mindset: The handbook for successful global leaders*. Stanford Business Books.

- [26] Morrison, A. J., Conaway, W. A., & Borden, G. A. (2019). Kiss, bow, or shake hands: The bestselling guide to doing business in more than 60 countries. Adams Media.
- [27] Gupta, V., & Wang, H. (2020). Global Mindset and Cross-Cultural Competence: A Behavioral Framework for Managing Cultural Diversity. Business Expert Press.
- [28] Majda A, Bodys-Cupak IE, Zalewska-Puchala J, Barzykowski K. Cultural Competence and Cultural Intelligence of Healthcare Professionals Providing Emergency Medical Services. *Int J Environ Res Public Health*. 2021 Nov 3;18(21):11547. doi: 10.3390/ijerph182111547. PMID: 34770061; PMCID: PMC8583694.
- [29] Adeniran RK, Smith-Glasgow ME, Bhattacharya A, Xu Y. Career advancement and professional development in nursing. *Nurs Outlook*. 2013 Nov-Dec;61(6):437-46. doi: 10.1016/j.outlook.2013.05.009. Epub 2013 Aug 1. PMID: 23910927.
- [30] Higginbottom GM, Safipour J, Yohani S, O'Brien B, Mumtaz Z, Paton P. An ethnographic study of communication challenges in maternity care for immigrant women in rural Alberta. *Midwifery*. 2015 Feb;31(2):297-304. doi: 10.1016/j.midw.2014.09.009. Epub 2014 Oct 16. PMID: 25451546.
- [31] Xin Zhao (2023) Challenges and Barriers in Intercultural Communication between Patients with Immigration Backgrounds and Health Professionals: A Systematic Literature Review, *Health Communication*, 38: 4, 824833, DOI: [10.1080/10410236.2021.1980188](https://doi.org/10.1080/10410236.2021.1980188)
- [32] Taras V, Baack D, Caprar D, Jiménez A, Froese F. How Cultural Differences Can Impact Global Teams, *Harvard Business Review* 2021
- [33] Hofstede, G. *Culture's Consequences: Comparing Values, Behaviors, Institutions, and Organizations Across Nations*. Sage Publications. (2001)
- [34] Trompenaars, F., & Hampden-Turner, C. (2012). *Riding the Waves of Culture: Understanding Diversity in Global Business*. Nicholas Brealey Publishing.
- [35] Hall, E. T. (1976). *Beyond culture*. Anchor Books.
- [36] Thomas, D. C., & Inkson, K. (2004). *Cultural intelligence: People skills for global business*. Berrett-Koehler Publishers.
- [37] Adler, N. J. (2008). *International dimensions of organizational behavior*. Cengage Learning.
- [38] Bennett, M. J. (2009). *Basic concepts of intercultural communication: Selected readings*. Intercultural Press.
- [39] Hofstede, G., Hofstede, G. J., & Minkov, M. (2010). *Cultures and organizations: Software of the mind*. McGraw-Hill.
- [40] Trompenaars, F., & Hampden-Turner, C. (2012). *Riding the waves of culture: Understanding diversity in global business*. Nicholas Brealey Publishing.
- [41] Kruger J, Dunning D. Unskilled and unaware of it: how difficulties in recognizing one's own incompetence lead to inflated self-assessments. *J Pers Soc Psychol*. 1999 Dec;77(6):1121-34. doi: 10.1037//0022-3514.77.6.1121. PMID: 10626367.
- [42] Fantini, A. E. (2009). Assessing intercultural competence: Issues and tools. In D. K. Deardorff (Ed.), *The SAGE handbook of intercultural competence* (pp. 456-476). Sage Publications
- [43] UNESCO. (2006). *UNESCO guidelines on intercultural education*. Paris: UNESCO.

## AUTHOR

**Amer Abdul Hussein Hashim Albuhtmedee** was born 1983 and received the degree of Bachelor of Education/ English Literature from University of ThiQar, college of education in 2005, received Master of Art in English Literature from Voronezh State University in 2010, and Ph.D. of Method of Teaching English from Voronezh State University in 2018 . Work at University of Sumer, College of Basic Education, Department of Sciences.

