Contents

	List of plates	ix
	List of figures	xiii
	List of tables	xiv
	Preface	XV
	Acknowledgments	xix
Chapter 1	Why study language and intercultural communication?	1
	Introduction	1
	Definitions	2
	Imperatives to study language and intercultural communication	4
	The characteristics of an ethical intercultural communicator	23
	Summary	24
	Discussion questions	24
	Activities	24
	Further reading	25
	Companion Website	25
Chapter 2	Culture and the primary socialization process	26
	Introduction	26
	Conceptions of culture	27
	Facets of culture	28
	The text's conception of culture	49
	Summary	50
	Discussion questions	50
	Activities	50
	Further reading	52
	Companion Website	52
Chapter 3	Language, communication, culture, and power in context	53
	Introduction	53
	Definitions of human communication	54
	The components of human communication	55
	Communication properties	56
	Language, culture, and verbal communication styles	71

VI CONTENTS

	Characteristics of an effective intercultural communicator	
	in second language situations	76
	Summary	77
	Discussion questions	77
	Activities	78
	Further reading	79
	Companion Website	79
Chapter 4	Language and nonverbal communication	80
	Introduction	80
	The nature of nonverbal communication	81
	The importance of nonverbal communication	81
	The relationship between verbal and nonverbal communication	82
	Functions of nonverbal communication	83
	Culture and types of nonverbal communication	90
	The nonverbal expectancy violation theory	105
	Nonverbal intercultural communicative competence	106
	Summary	108
	Discussion questions	108
	Activities	109
	Further reading	109
	Companion Website	110
Chapter 5	Language and identity in intercultural communication	111
	Introduction	111
	Characteristics of identity	112
	Types of identities	118
	Summary	140
	Discussion questions	140
	Activities	141
	Further reading	141
	Companion Website	141
	Companion website	142
Chapter 6	Ethnocentricism and Othering: barriers to intercultural communication	143
	Introduction	143
	Social categorization and Othering	144
	Ethnocentricism	146
	Stereotyping	147
	Bias and prejudice	150
	Discrimination	152
	Racism	156
	Terrorism and genocide	159
	Xenophobia	160
	Combatting ethnocentricism and identity biases	161
	Summary	164
	Discussion questions	164

	CONTENTS	VII
	Activities	165
	Further reading	165
	Companion Website	166
	Companion weosite	100
Chapter 7	Intercultural transitions: from language and culture confusion to adaptation	167
	to adaptation	107
	Introduction	168
	Types of migrants	168
	Transitioning to a new culture: Long-term and short-term adaptation Types of transition shock (confusion)	174 178
	Language and culture shock (confusion): Sources, symptoms,	
	and degrees of	180
	Stages of culture shock and adjustment	193
	An integrative communication theory of cross-cultural adaptation	201
	Optimizing intercultural transitions	203
	Summary	204
	Discussion questions	205
	Activities	205
	Further reading	206
	Video and online resources	207
	Companion Website	207
	Note	208
Chapter 8	Language and intercultural relationships	209
	Introduction	209
	Interpersonal communication and intercultural relationships	210
	Crossing boundaries in intercultural relationships	211
	Benefits of intercultural relationships	217
	Intercultural friendship and diverse social networks	221
	Intercultural romance and marriage	237
	Enhancing intercultural relationships	240
	Summary	241
	Discussion questions	241
	Activities	242
	Further reading	242
	Companion Website	243
Chapter 9	Language and intercultural conflict	244
	Introduction	244
	The nature and characteristics of conflict	245
	Types of conflict	247
	Cultural dimensions of conflict situations	251
	Intercultural conflict styles	255
	Facework and intercultural conflict resolution	258
	Intercultural conflict competence	260
	Managing language and intercultural conflict situations	262

VIII CONTENTS

	Summary	265
	Discussion questions	265
	Activities	266
	Further reading	266
	Companion Website	267
Chapter 10	Language and intercultural communication in the global workplace	268
	Introduction	268
	Globalization and diversity in the workplace	269
	Englishization, identity, and the global workforce	270
	The benefits of diversity in the workplace	271
	The challenges of diversity in the workplace	275
	Cultural difference frameworks and the global workplace	282
	Alternative approaches to intercultural business research,	202
	education, and practice	288
	Enhancing intercultural communication in today's global workplace	289
Edition of	Summary	292
	Discussion questions	292
	Activities	293
	Further reading	294
	Companion Website	295
Chapter 11	Language, interculturality, and global citizenship	296
	Introduction	297
	Global citizenship	297
	Global competency	303
	Intercultural competency	304
	Models of intercultural competence	309
	Second language proficiency and intercultural competence	315
	Requisite competencies for today's global society	317
	Enhancing intercultural (communicative) competence	210
	and global citizenship	318
	Summary	323
	Discussion questions	324
	Activities	324
	Further reading	325
	Companion Website	326
	References	327
	Glossary	357
	Index	390