UNIVERSITÀ
DEGLI STUDI DI MILANO-BICOCCA

COURSE SYLLABUS

Intercultural Communication

2122-2-F8701N058

Learning objectives

The course of intercultural relations is constituted by two interconnecting parts taught by prof. Ida Castiglioni and by prof. Milton Bennett, “Intercultural Communication” and “Intercultural Capacity,” respectively. The courses are independent but it is highly recommended to attend both courses.

The main objective of the Intercultural Communication course is to allow students to deeply understand what it takes to “take perspective” of a different cultural viewpoint. The secondary objective of the course is to have students analyze communication situations with the provided tools of observation, allowing them to exercise intercultural competence within an operational context.

Contents

The Intercultural Communication course will provide students with basic concepts of intercultural communication and some tools of communication analysis in order to make people aware of their cultural context, a necessary step to positively relate to other cultures with intercultural competence. Discussion and application of the tools through case studies and exercises will offer a deeper knowledge of intercultural communication theories, practices and problems relative to the specificity of intercultural research within the social work, health and education contexts.

Detailed program

The course will tackle most well known models and theories of intercultural communication developed by scholars from different backgrounds and nationalities who have consolidated their careers mostly in Northern Europe and in North America. The adopted epistemological perspective of the course is a constructivist one.

In order to become aware of one’s own culture/s, students will learn to recognize communication styles,

assumptions and values, conflict and perceptual styles. Individuals will learn to learn about and from other cultures through a subjective perspective highlighted by this approach. Different models of analysis and problem solving in complex multicultural situations will be presented and discussed with students. Particular attention will be given to communication in the context of health behaviors in local development contexts, the role of change agents, and the ethical implications of decision-making in intercultural situations. An important topic of the course is also the history and current perspectives on diversity and inclusion actions and programs, aiming to prepare Progest professionals to add competence in managing cultural diversity and inclusion to their profile.

Prerequisites

Students are expected to be familiar with basic sociological concepts about culture. Course faculties encourage class attendance of both modules, as contents are strictly interrelated.

Teaching methods

Teaching methods are very active and see the direct involvement of students in exercises and group discussions completing theoretical presentations.

Class exercises include:

- facilitations on how to create third virtual cultures
- intentional creation of sensitivity experience for individuals and organizations
- Ideation of new intercultural interventions
- re-engineering of services for the promotion of diversity

Assessment methods

Attending students will have intermediate steps of assessment with both faculties and will make a final essay in Italian or English, according to preference, agreed upon during class time Which will imply a small project or field research on the basis of the provided literature which will be discussed during the oral test.

Non attending students will sustain an oral exam in Italian or English, according to preference, in which they will have to demonstrate the understanding of texts and their application to concrete life experience.

Responsible faculty for learning assessment is prof. Ida Castiglioni

Textbooks and Reading Materials

Castiglioni, I. (2017). “Intercultural Communication study in Italy” in Kim, Y.Y. (a cura di) International Encyclopedia of Intercultural Communication, vol. II F-I p. 1119- 1128, Wiley Blackwell, San Francisco, USA.

An english program can be defined for international students upon agreement with faculty.