Contents

Preface xix
To the Student xxvii

PART I FOUNDATIONS OF INTERCULTURAL COMMUNICATION 1

Chapter 1 *Why Study Intercultural Communication?* 3

The Self-Awareness Imperative 4

The Demographic Imperative 6
Changing U.S. Demographics 6
Changing Immigration Patterns 8

The Economic Imperative 18

The Technological Imperative 22
Technology and Human Communication 23
Access to Communication Technology 28

The Peace Imperative 29

The Ethical Imperative 32
Relativity Versus Universality 33
Being Ethical Students of Culture 36

Internet Resources 40

Summary 40

Discussion Questions 41

Activities 41

Key Words 42

References 42

Chapter 2 ***The History of the Study of Intercultural Communication*** **45**

The Early Development of the Discipline **46**

Nonverbal Communication 47

Application of Theory 47

An Emphasis on International Settings 47

An Interdisciplinary Focus 48

Perception and Worldview of the Researcher **50**

Three Approaches to Studying Intercultural Communication **51**

The Social Science Approach 54

The Interpretive Approach 60

The Critical Approach 67

A Dialectical Approach to Understanding Culture and Communication **74**

Combining the Three Traditional Paradigms: The Dialectical Approach 74

Six Dialectics of Intercultural Communication 77

Keeping a Dialectical Perspective 79

Internet Resources **80**

Summary **80**

Discussion Questions **81**

Activities **81**

Key Words **82**

References **82**

Chapter 3 ***Culture, Communication, Context, and Power*** **87**

What Is Culture? **88**

Social Science Definitions: Culture as Learned, Group-Related Perceptions 91

Interpretive Definitions: Culture as Contextual Symbolic Patterns of Meaning, Involving Emotions 91

Critical Definitions: Culture as Heterogeneous, Dynamic, and a Contested Zone 94

What Is Communication? **96**

The Relationship Between Culture and Communication 97
How Culture Influences Communication 99
How Communication Reinforces Culture 111
Communication as Resistance to the Dominant Cultural System 115

The Relationship Between Communication and Context 115

The Relationship Between Communication and Power 116

Internet Resources 122

Summary 122

Discussion Questions 123

Activities 123

Key Words 124

References 124

Chapter 4 ***History and Intercultural Communication*** **126**

From History to Histories 128
Political, Intellectual, and Social Histories 129
Family Histories 130
National Histories 131
Cultural-Group Histories 133

History, Power, and Intercultural Communication 134
The Power of Texts 134
The Power of Other Histories 137
Power in Intercultural Interactions 139

History and Identity 139
Histories as Stories 140
Nonmainstream Histories 141

Intercultural Communication and History 153
Antecedents of Contact 153
The Contact Hypothesis 155
Negotiating Histories Dialectically in Interaction 158

Internet Resources 160

Summary 161

Discussion Questions 162

Activities 162

Key Words 163

References 163

PART II INTERCULTURAL COMMUNICATION PROCESSES 167

Chapter 5 ***Identity and Intercultural Communication*** **169**

Thinking Dialectically About Identity 170

The Social Science Perspective 171

The Interpretive Perspective 174

The Critical Perspective 175

Identity Development Issues 179

Minority Identity Development 179

Majority Identity Development 183

Social and Cultural Identities 186

Gender Identity 186

Sexual Identity 188

Age Identity 189

Racial and Ethnic Identities 191

Characteristics of Whiteness 194

Religious Identity 197

Class Identity 199

National Identity 202

Regional Identity 204

Personal Identity 205

Multicultural People 205

Identity, Stereotypes, and Prejudice 210

Identity and Communication 214

Internet Resources 216

Summary 217

Discussion Questions 217

Activities 218

Key Words 218

References 219

Chapter 6 *Language and Intercultural Communication* 223

Social Science Perspective on Language 225
Language and Perception 226
Recent Research Findings 229
Language and Thought: Metaphor 231
Cultural Variations in Communication Style 232
Slang and Humor in Language Use 236

Interpretive Perspective on Language 239
Variations in Contextual Rules 239

Critical Perspective on Language 240
Co-Cultural Communication 241
Discourse and Social Structure 245
The "Power" Effects of Labels 245

Moving Between Languages 248
Multilingualism 248
Translation and Interpretation 251

Language and Identity 254
Language and Cultural Group Identity 254
Code Switching 257

Language Politics and Policies 259

Language and Globalization 262

Internet Resources 267

Summary 267

Discussion Questions 268

Activities 269

Key Words 269

References 269

Chapter 7 *Nonverbal Codes and Cultural Space* **272**

Thinking Dialectically About Nonverbal Communication: Defining Nonverbal Communication 274
Comparing Verbal and Nonverbal Communication 274
What Nonverbal Behavior Communicates 276

The Universality of Nonverbal Behavior 277
Recent Research Findings 278
Nonverbal Codes 279
Stereotype, Prejudice, and Discrimination 290
Semiotics and Nonverbal Communication 294

Defining Cultural Space 296
Cultural Identity and Cultural Space 297
Changing Cultural Space 303
Postmodern Cultural Spaces 303

Internet Resources 307

Summary 307

Discussion Questions 308

Activities 308

Key Words 309

References 309

PART III INTERCULTURAL COMMUNICATION APPLICATIONS 313

Chapter 8 *Understanding Intercultural Transitions* **315**

Thinking Dialectically About Intercultural Transitions 317

Types of Migrant Groups 319
Voluntary Migrants 320
Involuntary Migrants 321

Migrant–Host Relationships 323
Assimilation 324
Separation 325

Integration 328
Cultural Hybridity 329

Cultural Adaptation 330
Social Science Approach 330
Interpretive Approach 337
Critical Approach: Contextual Influences 346

Internet Resources 352

Summary 352

Discussion Questions 353

Activities 353

Key Words 353

References 354

Chapter 9 *Popular Culture and Intercultural Communication* 357

Learning About Cultures Without Personal Experience 358
The Power of Popular Culture 359
What Is Popular Culture? 360

Consuming and Resisting Popular Culture 364
Consuming Popular Culture 364
Resisting Popular Culture 366

Representing Cultural Groups 370
Migrants' Perceptions of Mainstream Culture 372
Popular Culture and Stereotyping 373

U.S. Popular Culture and Power 377
Global Circulation of Images and Commodities 377
Cultural Imperialism 379

Internet Resources 385

Summary 385

Discussion Questions 386

Activities 386

Key Words 387

References 387

Chapter 10 ***Culture, Communication, and Intercultural Relationships*** **389**

Benefits and Challenges of Intercultural Relationships 391

Benefits 391

Challenges 392

Thinking Dialectically About Intercultural Relationships 397

Personal–Contextual Dialectic 397

Differences–Similarities Dialectic 398

Cultural–Individual Dialectic 399

Privilege–Disadvantage Dialectic 399

Static–Dynamic Dialectic 400

History/Past–Present/Future Dialectic 400

Intercultural Relationships 400

Social Science Approach: Cross-Cultural Differences 401

Interpretive Approach: Communicating in Intercultural Relationships 407

Critical Approach: Contextual Influences 423

Internet Resources 427

Summary 428

Discussion Questions 429

Activities 429

Key Words 430

References 430

Chapter 11 ***Culture, Communication, and Conflict*** **434**

Characteristics of Intercultural Conflict 436

Ambiguity 437

Language 437

Contradictory Conflict Styles 438

The Social Science Approach to Conflict 439

Cultural Values and Conflict 440

Family Influences 441

Intercultural Conflict Styles 443
Gender, Ethnicity, and Conflict Styles 447

Interpretive and Critical Approaches to Social Conflict 449
Social Movements 451
Historical and Political Contexts 452

Managing Intercultural Conflict 453
Productive Versus Destructive Conflict 453
Competition Versus Cooperation 455
Dealing with Conflict 455
Mediation 462

Internet Resources 465

Summary 466

Discussion Questions 466

Activities 467

Key Words 467

References 467

Chapter 12 ***Striving for Engaged and Effective Intercultural Communication 470***

The Components of Competence 471
Social Science Perspective: Individual Components 471
Interpretive Perspective: Competence in Contexts 480
Critical Perspective: Competence for Whom? 482

Applying Knowledge About Intercultural Communication 483
Entering into Dialogue 484
Becoming Interpersonal Allies 485
Building Coalitions 488
Social Justice and Transformation 488
Forgiveness 492

What the Future Holds 495

Internet Resources 499

Summary 500
Discussion Questions 501
Activities 501
Key Words 501
References 502

Credits C-1
Name Index I-1
Subject Index I-9