

Final Exam format: Approx 60 questions—True/False, Multiple Choice, Short Answer
It is NOT open note or open book. Bring a pencil and a scantron (Form 2052).

Language and Intercultural Communication (Text Ch. 5)

- What are the key aspects that explain the relationship between language and culture? (class/text/handout Hint: structure of language, symbolic meaning, Sapir-Whorf hypothesis and speech communities)
- What is a language ritual? What does the ability to use a language ritual “appropriately” indicate to others? (class/handout)
- What is code-switching? (class discussion)

- What is the difference between connotative and denotative meanings? (class discussion/text)
- What characterizes high context and low context communication? (see also text p. 25-26) Indirect and direct communication? (class/text ch. 5)
- Be able to identify some of the different variations in communication/talk styles (handout/class presentations/text)

- What characterizes men and women’s (gender) speech patterns/style? (class)
- How and why do dialects vary? (video/class discussion) In what ways does language use influence perceptions of others? (video/class discussion)

Nonverbal Communication (Text Ch. 6/class & handout/class presentations)

- What are the general characteristics of nonverbal communication.
- What are the different basic functions of nonverbal communication?
- Be familiar with the different types of nonverbal channels/codes and what they can communicate.
- Be able to identify and define terms such as kinesics, proxemics, monochronic, polychronic, haptics, emblems, adaptors, regulators, paralanguage.

Galvin and Bhatt articles (these articles accompany Ch. 8 in text)

- Be familiar with the marriage and mate selection ritual and its purpose in the Asian Indian culture as described in the article by Bhatt. How do the ads communicate “Indianness” and what cultural values do they promote?
- What are the benefits and challenges of intercultural relationships-friendships or romantic? (class)
- Be able to discuss how the author Galvin describes the way love, sex and death are communicated in typical Irish families, along with the beliefs and values that influence such type of communication.

Business Contexts – Ch. 10 (p. 216-220) & Hoel article (p. 221-230)

- How does language and relationships impact business interactions?
- What are key ideas/questions to keep in mind when doing business in intercultural contexts?
- Hoel gives much advice about how to be more culturally competent when doing business in intercultural settings. What is one lesson you can take and apply from Hoel’s article?

Final Exam Study Guide (continued)

Ch. 11 (240-255) and class presentations

- What are the different cultural factors the authors of your text identify that one must be aware of in a health care context? How do these factors contribute to intercultural misunderstandings?
- Why do perceptions and mindsets about cultural customs need to be acknowledged in health care settings?

Intercultural Competence and Skill-building

- What is communication competence? (class - week 1)
- What are the four areas/attributes necessary to be interculturally competent? (class - week 1)
- What do your text authors advise as the four principles for intercultural communication? (p. 293-294)
- What does it mean to consider conflict as an “opportunity” or as “productive”? (Class)
- What is communication accommodation? (class) How does self-monitoring influence one’s cultural competence?
- How do the issues of listening across emotions, selective listening, and semantic distractions affect our ability to engage in effective intercultural listening? (Ch. 7, p. 152-153/class presentations)
What are ways to be more effective at listening across cultures? (p.153-154/class presentations)
- **Expect questions related to class concepts taken from the role play presentations.**