

**J. Sargeant Reynolds Community College**  
**Course Content Summary**

**Course Prefix and Number:** CST 229

**Credits:** 3

**Course Title:** Intercultural Communication

**Course Description:** Emphasizes the influence of culture on the communication process including differences in values, message systems, and communication rules. Prerequisite: Completion of all developmental reading and writing recommendations. Lecture 3 hours per week.

**General Course Purpose:** Intercultural communication emphasizes the influence of culture on the communication process, including differences in values, message systems, nonverbal communication, and communication rules. This course is designed to increase student awareness and appreciation for the complexity of intercultural communication skills in everyday situations. By studying communication principles and practicing intercultural competence, students will develop a greater tolerance and understanding of cross-cultural differences in personal and professional interactions. Fulfills Humanities/Fine Arts elective requirement.

**Course Prerequisites and Co-requisites:**

Prerequisite: Completion of all developmental reading and writing recommendations.

**Student Learning Outcomes:**

Upon completing the course, the student will be able to

- a. Define major terms and concepts related to cross-cultural communication;
- b. Identify factors that can influence the cross-cultural communication process;
- c. Understand how communication processes differ among cultures;
- d. Identify challenges that arise from cross-cultural differences in intercultural interactions and learn ways to creatively address them;
- e. Discover the importance of the roles of context and power in studying intercultural communication;
- f. Acquire knowledge, skills, and attitudes that increase intercultural competence;
- g. Demonstrate increasing ability to communicate with non-native speakers, as well as persons who exhibit a different worldview, value system, and communicative style;
- h. Analyze and synthesize large amounts of information to produce relevant, insightful presentations; and
- i. Evaluate information gathered about a culture in light of its being valid or stereotypical in nature.

**Major Topics to Be Included:**

- a. Cross-cultural communication theory, concepts, and patterns
- b. Cultural values and identities
- c. Understanding cross-cultural and intercultural communication differences, challenges, and opportunities
- d. Ethnocentrism, bias, stereotyping, culture shock, assimilation, cultural relativism
- e. Verbal and nonverbal communication as related to culture
- f. Communication issues related to globalization
- g. Cross-cultural, intercultural challenges in work and personal relationships
- h. Ethical intercultural communication
- i. Managing cross-cultural conflict using communication strategies

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