Intercultural Competence Matrix for Learning Outcome Development

Guidance on how to use this matrix.

This matrix is a tool for developing learning outcomes (LOs) for intercultural competence. It is composed of four focus areas (intercultural self-awareness, intercultural attitude, intercultural knowledge, and intercultural engagement). Each focus area spans four stages (beginning, emerging, progressing, and engaging) that build upon one another. There are flexibilities in how this tool can be used to develop intercultural competence LOs. In other words, you can select one or multiple focus areas and address one or multiple stages in the development of learning outcome(s).

For example:

1. focus on/develop one stage of one LO.
2. identify different focus areas and associated stages if you would like to develop multiple LOs.
3. develop LOs using a developmental approach, meaning you identity one (or a few) focus area(s) and develop LOs that address each of its (their) stages so that students learn in a scaffolded way.
4. or start with where your students are and aim for them to achieve a higher (or the highest) stage if they have already exceeded the beginning stage in a certain focus area(s).

Please be creative about how you use this tool to develop LOs for intercultural competence to best meet the needs of your students.

	Beginning	Emerging	Progressing	Engaging
Intercultural Self-Awareness How conscious am I of my own and other cultures in daily interactions?	Identify some cultural differences including some of one's own cultural values and biases in daily interactions.	Explain some of one's own cultural values and biases with a minimal awareness of their impact on one's daily interactions.	Reflect on one's own cultural values and biases with an awareness of their impact on one's daily interactions.	Examine how one's cultural values and biases are informed by social structures and systems (e.g. power relations, cultural hegemony, inequities, etc.).

Intercultural Knowledge How well can I demonstrate an ability to learn about cultures?	Collect reliable information about different cultures to learn about both one's own culture and other cultures.	Compare information about cultures (including context, role, and impact, etc.) to engage with cultural knowledges through a critical lens.	Analyze information about cultures (within situational, social, and historical contexts, etc.) to establish one's own intercultural knowledge repository.	Discover the interactions between cultures and the influence of power relations, hegemony, and inequities to extend one's intercultural knowledge.
Intercultural Attitudes How open and respectful am I of my own and other cultures?	Demonstrate some tolerance of ambiguity and uncertainty in intercultural interactions with an awareness that one's own culture is not universally shared.	Identify one's judgements and preferences in intercultural interactions to uncover biases and assumptions about one's own and other cultures.	Reflect on one's biases and assumptions in intercultural interactions with curiosity towards discovering cultural differences and their values.	Examine critically one's positionality in intercultural interactions with an attempt to suspend judgments and validate cultural differences.
Intercultural Communication How tactful and flexible am I in sharing and receiving communications?	Articulate how one communicates (both verbal and non-verbal) with an awareness of different communication approaches.	Develop skills and strategies (both verbal and non-verbal) to communicate across cultural and linguistic settings.	Respond effectively to misunderstandings and misinterpretations while communicating across cultural and linguistic settings.	Facilitate effective communication in multilingual and intercultural settings with an understanding of the relations between language and power.
Equitable Intercultural Engagement How equitable am I in my engagement with others in my culture and from other cultures?	Address power relations, inequity, and oppressions in intercultural interactions from different perspectives (i.e., origin, recipient, witness, etc.).	Practice resisting condescending, hierarchical, or colonial attitudes and behaviours to foster cultural humility in intercultural interactions.	Develop effective strategies to build meaningful, reciprocal, and sustainable relationships in intercultural interactions.	Create and apply an action plan to disrupt power relations, hegemony, and oppressions in intercultural interactions to include voices that have been marginalized.

References:

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