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Author: Prof. Edythe Weeks

Interstellar Travel Meetup, Webster University Worldwide, Washington University and Northern Arizona University, Outer Space Education Alliance L.L.P., United States

Mr. Cameron Ashkar The Global Alliance for Outer Space Development, Inc., United States

INTERCULTURAL COMPETENCE: BEHAVIOR, PERFORMANCE AND PSYCHOSOCIAL CONSIDERATIONS

Abstract

Intercultural competence training will be critical for ensuring peaceful interpersonal relations. Intercultural competence is a concept typically defined as involving the ability to understand, assess, gauge and make sure not to violate the norms, rules of behavior, and values of people from distinctly different backgrounds. Our world is increasingly becoming evermore complex and globalization and increased frequency of international interactions is a key characteristic of the twenty-first century. Social media, the Internet, online classes, new trade technologies and many other technological advances have provided people with multiple channels for carrying out relationships, business, knowledge gathering and communication. At the same time, segregation structures are eroding, thereby freeing up interactions within multicultural societies, between people of diverse races, ethnicities, gender, class, nationality, religion, creeds and cultures. With all of these interpersonal forms of communication occurring, intercultural dimensions are likely to arise. Thus intercultural competence is at a heightened state of importance. Interpersonal issues can be identified and people can be trained to cope, manage, handle and shift potential sources of conflict over to cooperative endeavors. Recommendations include, for example, pre-flight communication and interpersonal skill training can be instituted so that interpersonal issues can be identified and people can be trained to cope, manage, handle and shift potential sources of conflict over to cooperative endeavors. This paper will stress pedagogical approaches on how to teach intercultural competencies, along with literature providing extensive rationales on why and in what situations intercultural competence is important.