Title:
Towards Leadership Success in a Global Nursing Organization: Developing Intercultural Communication Competence

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Session Title:
Developing Cultural Competencies
Slot:
I 03: Monday, 19 September 2016: 9:00 AM-9:45 AM
Scheduled Time:
9:20 AM

Purpose:
twofold: (1) to apply intercultural communication competence concepts, dimensions, and strategies derived from world-wide authors and researchers towards application by STTI nurse leaders at all levels; and (2) to apprise nurse leaders about use of STTI resources which may facilitate intercultural communication competence development.

Keywords:
STTI culture resources, competence and intercultural communication

References:
Dai, X., & Chen, G. (2015). On interculturality and intercultural communication competence. China Media Research, 11(3), 100-113). Henderson, S., Barker, M., & Mak, A. (2016). Strategies used by nurses, academics, and students to overcome intercultural communication challenges. Nurse Education in Practice, 16(2016), 71-78. Lauring, J. (2011). Intercultural organizational communication: The social organizing interaction in international encounters. Journal of Business Communication, 48(3), 231-255. Lui, S. (2014). Becoming intercultural: Exposure to foreign cultures and intercultural competence. China Media Research, 10(3), 7-14. Waugh, E. (2013). Teaching pragmatics and intercultural communication online. TESL Canada Journal, 30(7), 98-107. Zhang, Y. (2015). Intercultural communication competence: Advising international students in a Texas community college. NACADA Journal, 35(2), 48-59.

Abstract Summary:
Intercultural communication competence applies to all of the "cultures" that STTI nurse leaders encounter at chapter, regional, and international levels. Concepts, dimensions, and strategies will be discussed and STTI resources that enhance such competence will be reviewed.

Learning Activity:

LEARNING OBJECTIVES	EXPANDED CONTENT OUTLINE
Apply the concepts, dimensions, and strategies related to intercultural communication competence (ICC) to STTI leadership roles	I. Intercultural Communication Competence A. Definitions B. Concepts: Cultural Sensitivity, Empathy, Competence C. Dimensions: Affective, Cognitive, Behavioral, Moral D. Power Distance II. Application to STTI Leadership Levels: Strategies A. Chapter B. Regional C. International 1. Committees 2. Communities 3. Circles

Use the STTI website to engage culture-related resources that enhance ICC development	I. STTI Resources A. GAPFON B. United Nations 1. Sustainable Development Goals 2. ECO-SOC status of STTI C. Involvement in STTI Committees, Communities, and Circles

Abstract Text:

A positive change in a nursing organization is influenced by the development of a leadership modality that can be applied to all levels of the organization. The development of intercultural communication competence (ICC) is one such modality. Intercultural communication competence is the ability to reach reciprocity and mutuality in order to establish harmonious relationships across cultures (Dai & Chen, 2015). ICC includes the wide range of communication processes and problems that naturally appear within an organization or social context made up of individuals from different religious, social, ethnic, and educational backgrounds. It refers to communication competence in an actual interaction between individuals in different cultures and goes beyond simple awareness of those differences or personal exposure. STTI leaders at the chapter, regional, and international levels interact with members in all types of cultures which require knowledge and behaviors relative to cultural sensitivity, cultural empathy, and cultural competence and an awareness of power distance in relationships. ICC also refers to development of competence in four dimensions: affective, cognitive, behavioral, and moral (Dai & Chen). Understanding these facets of culture and developing strategies to achieve a mutually acceptable newly-developed "third-culture" between the respective parties may facilitate a meaningful relationship beneficial to achieving common goals at all levels of a global nursing organization.

The purpose of this presentation is twofold: (1) to apply ICC concepts, dimensions, and strategies derived from world-wide authors and researchers (Waugh, 2013; Liu, 2014; Zhang, 2015; Henderson, Barker, & Mak, 2016) towards the development of intercultural communication competence and interaction with STTI members at all leadership levels; and (2) to apprise participants about use of STTI resources which may facilitate intercultural communication competence development. Lauring (2011) notes that ICC has value at each of the "local organization levels of the workplace," e.g., in this case as chapter leaders in creating a harmonious Board, in working with their chapter members of academe, practice, and retirement-statuses and of different generations; regional committee leaders in facilitating the work of chapter leaders in their own unique chapter cultures and local practices; and leaders who work more directly with individuals in significantly different geographical locations, as through International Committee or Community work, where cultural differences may be more apparent as expressed or not overtly expressed. STTI resources related to culture include the Global Advisory Panel on the Future of Nursing (GAPFON) being held in various world settings, the United Nations Sustainable Development Goals and the Society's Special Status initiatives and programs with the UN, Circles such as the Global Member Forum, and using the main STTI website regularly to search for and use a variety of materials encompassing culture. Participants will also be encouraged to share their examples of application of the ICC concepts to their participation experiences in various STTI leadership roles.