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# Glossary

## A

*accent* the inflection, or tone of voice, that is taken to be characteristic of an individual

*accommodation* the interaction strategies that combine both majority and co-culture views through adjustment and modification of one's behavior

*acculturation* the degree of identity change that occurs when individuals move from a familiar environment to an unfamiliar one

*adaptors* the nonverbal habits or gestures that fulfill some kind of psychological or physical need

*ambivalent ethnocentrism* the confused feelings one has about outgroup members

*appropriateness* the degree to which exchanged behaviors are regarded as proper and match the expectations generated by insiders of the culture

*artifacts* ornaments or adornments used to communicate on the nonverbal level

*assimilation* communication strategies that adopt the majority culture's view

*attitude* including both cognitive and affective layers. The cognitive layer refers to the willingness to suspend our ethnocentric judgment and readiness to be open-minded in learning about cross-cultural difference issues; the affective layer refers to the emotional commitment to engage in cultural perspective-taking and the cultivation of an empathetic heart in reaching out to culturally diverse groups

*attribution* the explanation; the act of assigning cause to why people behave as they do

*avoiding style* involves dodging the conflict topic, the conflict party, or the conflict situation altogether

*axiomatic-deductive form* emphasizes the importance of starting from general principles or "axioms," and then moving forward to fill in specific details

## B

*"being-in-becoming" mode* living with an emphasis on spiritual renewal and connection

*"being-in-doing" e.net philosophy* e.net multitrack individuals can fuse the "being mode" value dimension with the "doing" mode value dimension

*"being" solution* living with emotional vitality and enthusiastic energy

*blended family* the merging of different family systems from previous marriages

## C

*chronemics* how people in different cultures structure, interpret, and understand the time dimension

*co-culture theory* Orbe's (1998) theory that African Americans and other minority groups, because of their marginalized position in the larger U.S. society, develop a complex, ethnic/cultural standpoint

*collectivism* the broad value tendencies of a culture in emphasizing the importance of the "we" identity over the "I" identity, group rights over individual rights, and ingroup needs over individual wants and desires

*Colonial ethnocentrism* the rights and privileges of groups who are in a dominant power position in a society (whether at political, economic, social class, or societal levels) to impose their ethical standards on nondominant groups or powerless individuals

*communication adaptability* the ability to change interaction behaviors and goals to meet the specific needs of a situation

*communication creativity* the ability to break away from habitual ways of communicating and a willingness to experiment with different interaction styles. It is also one of the critical criteria for evaluating intercultural communication flexibility

*communicative meaning* the intention and goal behind any discourse utterance

*compensation* exchanges, compensations, or concessions offered by conflict parties for conflict issues they value differently

*complementary style* a matter-of-fact tone in delivering verbal messages

*compromising style* a give-and-take concession approach to reach a midpoint agreement concerning a conflict issue

*concealment* information guardedness or closedness; lack of disclosure or sharing of exclusive information about either the public self or the private self

*conflict communication style* patterned verbal and nonverbal responses to conflict in dealing with a variety of emotionally frustrating disputes

*conscious competence stage* the intentional mindfulness stage in which individuals actively pursue new intercultural knowledge to improve their communication competencies and practice new interaction skills

*conscious incompetence stage* the troubling realization stage in which individuals have some notions (i.e., attitudinal openness) that they behave incompetently; however, they lack the knowledge or skills to operate adaptively in the new culture

*consequences* taking into consideration the results that affect all parties who are directly or indirectly involved in a problematic case

*content goals* the practical, or tangible, issues that are external to the individuals involved

*conventional meaning* relating to words that refer to the needed coordination between verbal message usage and the expectations or norms of the cultural context

*convergent thinking* synthesis and analytical problem solving to reach a clearly defined outcome

*coping stage* the struggles of a couple to gain approval from their families and friends, and the strategies they come up with to deal with such external pressures

*cultural communities* within a bonded unit, a group of interacting individuals who uphold a set of shared traditions and a way of life

*cultural competence skills* the cultural knowledge internalized and the operational skills applied in the communicating scene

*cultural display rules* the procedures we learn for managing the way we express our emotions

*cultural distance* factors of difference, especially in cultural values, language, verbal styles, nonverbal gestures, learning styles, decision-making styles, and conflict negotiation styles as well as in religious, sociopolitical, and economic systems

*cultural empathy* the learned ability of the participants to understand accurately the self-experiences of others from diverse cultures and, concurrently, the ability to convey their understanding responsively and effectively to reach the "cultural ears" of the culturally different others in the conflict situation

*cultural identity* the emotional significance that we attach to our sense of belonging or affiliation with the larger culture

***cultural identity salience*** the strength of affiliation we have with our larger culture

***culturally shared beliefs*** a set of fundamental assumptions, or worldviews, that people hold dear to their hearts without question

***culturally shared traditions*** myths, legends, ceremonies, and rituals that are passed on from one generation to the next via oral or written media

***cultural norms*** the collective expectations of what constitutes proper or improper behavior in a given interaction scene

***cultural values*** a set of priorities that guides "good" or "bad" behaviors, "desirable" or "undesirable" practices, and "fair" or "unfair" actions

***culture*** a learned meaning system that consists of patterns of traditions, beliefs, values, norms, meanings, and symbols that are passed on from one generation to the next and are shared to varying degrees by interacting members of a community

***culture shock*** a period of stressful transition in which individuals move from a familiar environment into an unfamiliar one

# D

***defensive ethnocentrism*** a rigidly held mindset and a tendency to create a superior-inferior gap with outgroup members

***dialectical tensions*** conflicts that come from two opposing forces that exist at the same time

***differentiation*** taking an active stance to acknowledge the differing cultural perspectives and lenses in a conflict situation

***direct institutional discrimination*** a community-prescribed endorsement of discrimination

***direct verbal style*** verbal statements that tend to reveal the speaker's intentions with clarity and are enunciated with a forthright tone of voice

***disaffiliate*** distancing, or rebelling against, any existing label that is imposed on an individual as part of a particular racial or cultural group

***discourse meaning*** both the denotative and connotative meaning of a word

***dispositional approach*** a stable or predominant conflict style tendency in handling a wide variety of conflict situations in different cultures

***distance of avoidance (i.e., moderate ethnocentrism)*** attempted linguistic or dialect-switching in the presence of outgroup members, as well as displayed nonverbal inattention (e.g., members of the domi-nant group maintain eye contact only with members of their group) to accentuate ingroup connection and avoidance of outgroup members

***distance of disparagement (i.e., high ethnocentrism)*** the use of racist jokes or hate-filled speech to downgrade outgroup members

***distance of indifference (i.e., low ethnocentrism)*** the lack of sensitivity in our verbal and nonverbal interactions in dealing with dissimilar others

***divergent thinking*** a fluid thinking pattern; the ability to switch from one perspective to another, connecting unrelated ideas together in a meaningful fashion; and the ability to bring a new idea to completion

***"doing" solution*** involving achievement-oriented activities and concrete, measurable accomplishments

***dominating (or competitive/controlling) style*** emphasizing conflict tactics that push for one's own position above and beyond the other person's conflict interest or need

***duties*** obligations and responsibilities counterbalancing rights and entitlements

***dynamic flexibility stage*** integrating the best of ethical, cognitive, affective, and behavioral layers of identity and communicating in an open-minded, creative manner

# E

***effectiveness*** the degree to which communicators achieve mutually shared meaning and integrative goal-related outcomes

***emblems*** gestures that substitute for words and phrases and are very culture-specific nonverbal behaviors

***enculturation*** the sustained, primary socialization process of strangers in their original home (or natal) culture, wherein they have internalized their primary cultural values

***e.net identity*** identification with a new generation of individuals from any age-group, wired to the Internet

***ethical absolutism*** emphasis on the principles of right and wrong in accordance with a set of universally fixed standards, regardless of cultural differences

***ethical relativism*** emphasizing the importance of understanding the cultural context in which the problematic conduct is being judged

***ethical universalism*** emphasizing the importance of deriving universal ethical guidelines by placing ethical judgments within the proper cultural context

***ethnic identity*** a sense of communal belonging and identification with ancestral traditions and practices, especially based on one's beliefs about one's ancestral history and lineage

*ethnocentric mindset* staying stuck within one's cultural worldview and using one's cultural values as the baseline standards with which to evaluate another's cultural behavior

*ethnocentrism* the belief that the views and standards of one's own ingroup are much more important than any outgroup's viewpoints, standards, or ways of living

*ethnorelative mindset* understanding communication behavior from another's cultural frame of reference and the ability to perceive from another's cultural lens

*expansion* an active search for alternative paths; creative solutions to enlarge the amount, type, or use of available resources (e.g., using existing resources in imaginative ways or cultivating new resources) for mutual gains in the conflict negotiation process

*extended family* consisting of extended kinship groups, such as grandparents, aunts and uncles, cousins, and nieces and nephews

*external locus of control* emphasizing external determinism, karma, fate, and external forces shaping a person's life happenings and events

## F

*face* a claimed sense of social self-worth that a person wants others to have of her or him

*facework* the specific verbal and nonverbal behaviors or actions that we engage in to maintain or restore lost face and to uphold and honor face gain

*factual-inductive form* emphasizing the importance of presenting facts, evidence, eyewitness accounts, testimonials, and proofs, and from these specific facts, proceeding to draw conclusions or generalizations

*fairness* equitable treatment on a personal level or on a community-interest level

*familism* the deep commitment to family ties in the Latino/a family system

*fatalism* the "being" attitude of some individuals in perceiving their external environment with acceptance and resignation

*femininity* prescribed gender roles dictating that women should be modest, observant, and tender

*feng shui* literally, "air" and "water" in Chinese. Used for thousands of years, the philosophy of combining elements to attain good energy within a room, building, or area

*flexible intercultural communication* emphasizing the importance of integrating knowledge and an open-minded attitude, and putting them into adaptive and creative practice in everyday communication

*formal verbal style* emphasizing the importance of upholding status-based and role-based interaction that reflects formality and large power distance

*functional flexibility stage* one can function adaptively, especially on the behavioral level, in using appropriate verbal and nonverbal styles in communicating with dissimilar others

*future-oriented time* planning for desirable short- or medium-term developments, and setting out clear objectives to realize them

## G

*gender hierarchy* traditional status role differences between males and females—with the male playing the dominant breadwinning role and the female playing the household nurturing role

*generational hierarchy* showing respect to individuals above you in the family—parents to grandparents, children to parents, and younger siblings to older siblings

*gestures* culturally specific and significant forms of nonverbal communication

## H

*haptics* the perceptions and meanings of touch behavior

*hate crime* a crime motivated by hostility to the victim as a member of a group (e.g., on the basis of ethnicity/race, disability, age, religion, gender, or sexual orientation)

*high-contact cultures* individuals often look each other in the eye directly, face each other, touch and/or kiss each other, and speak in rather loud voices

*high-context communication* emphasis on how intention or meaning can best be conveyed through the context (e.g., social roles or positions) and the nonverbal channels (e.g., pauses, silence, tone of voice) of the verbal message

*high-context communicators* individuals who tend to value indirect verbal style, understated or exaggerated conversational tone, and formal verbal treatment, and who emphasize the importance of silence

*hip-hop music* referred to by some as rap; originating in the inner-city ghettos of the United States in the mid-1970s

*horizontal self-construals* preferring informal-symmetrical interactions (i.e., equal treatment) regardless of people's position, status, rank, or age

## I

***ideals*** actions that are not required but are still done because it is the right thing to do

***identity*** the reflective self-conception, or self-image, that we each derive from our family, gender, cultural, ethnic, and individual socialization processes

***identity-based goals*** face-saving and face-honoring issues in a conflict episode

***identity emergence*** the stage wherein both partners gain a new sense of security and bravely announce their intimate relationship to their families and ingroups

***illustrators*** nonverbal hand gestures that are used along with the spoken message

***independent construal of self*** the view that an individual is a unique entity with an individuated repertoire of feelings, cognitions, and motivations

***independent-self conflict lens*** an I-identity conflict goal lens, emphasizing tangible conflict issues above and beyond relationship issues; a clear win-lose conflict approach in which one person comes out as a winner and the other person comes out as a loser; a "doing" angle, in which something tangible in the conflict is broken and needs fixing; and an outcome-driven mode, in which a clear resolution is needed

***indirect institutional discrimination*** a biased practice that indirectly affects group members in an unfair or unjust manner, placing them in a disadvantaged position

***indirect verbal style*** verbal statements that tend to soften the speaker's actual intentions and are carried out with a tentative, indirect tone

***individualism*** the broad value tendencies of a culture in emphasizing the importance of individual identity over group identity, individual rights over group rights, and individual needs over group needs

***inductive reasoning*** the importance of proceeding from facts and evidence to make a claim

***inflexible intercultural communication*** stressing the continuation of using our own cultural values, judgments, and routines in communicating with culturally different others

***informal verbal style*** a style emphasizing the importance of informality, casualness, and role suspension in verbal communication

***ingroup favoritism principle*** positive attachment to and predisposition for norms and behaviors related to one's group

***ingroups*** groups with whom one feels emotionally close and with whom one shares an interdependent fate, such as family or extended

family, a sorority or fraternity, or people from one's own cultural or ethnic group

***intangible resources*** deeply felt desires or emotional needs, including emotional security, inclusion, connection, respect, control, and meaning issues

***integrating (or collaborative) style*** reflecting a commitment to find mutual-interest solutions, involving a high concern for self-interest and also for the other person's interest in the conflict situation

***interaction goal*** the objective of the meeting (e.g., a job interview meeting is quite different from a chance meeting in a restaurant)

***intercultural adjustment*** the short-term and medium-term adaptive process of sojourners in their overseas assignments

***intercultural communication*** the symbolic exchange process whereby individuals from two (or more) different cultural communities negotiate shared meanings in an interactive situation

***intercultural conflict*** implicit or explicit emotional struggle, or frustration between persons of different cultures, over perceived incompatible values, norms, face orientations, goals, scarce resources, processes, and/or outcomes in a communication situation

***intercultural-intimate conflict*** any antagonistic friction or disagreement between two romantic partners due, in part, to cultural or ethnic group membership differences

***interdependent construal of self*** an emphasis on the importance of fitting in with relevant others and ingroup connectedness

***intergroup communication*** interaction in which individuals belonging to one group communicate, collectively or individually, with another group based on important group membership identity levels

***internal locus of control*** an emphasis on free will, individual motivation, personal effort, and personal responsibility over the success or failure of an assignment

***interpretation*** attachment of meaning to the data received

***isolate discrimination*** harmful verbal and nonverbal action intentionally targeted toward an outgroup member

## J

***justice*** impartial treatment of cases by using a consistent set of standards in dealing with similar cases

## K

***kinesics*** the study of posture, body movement, gestures, and facial expressions

**knowledge** the systematic, conscious learning of the essential themes and concepts in intercultural communication flexibility

## L

**language** an arbitrary, symbolic system that names feelings, experiences, ideas, objects, events, groups, people, and other phenomena

**large power distance cultures** acceptance of unequal power distributions, hierarchical rights, asymmetrical role relations, and rewards and punishments on the basis of age, rank, status, title, and seniority

**layered contextual perspective** a belief that the application of ethics can be understood only through the peeling away of different layers of the ethical dilemma—in-depth case-by-case understanding

**linear persuasion style** style of persuasion in two forms: factual-inductive and axiomatic-deductive

**low-contact cultures** groups engaging in little if any touching, preferring indirect eye gazes and speaking in a lower tone

**low-context communication** communication with an emphasis on how intention or meaning is best expressed through direct and to-the-point verbal messages

**low-context communicators** individuals tending to emphasize direct verbal style, complementary to a matter-of-fact conversational tone, informal verbal treatment, and talkativeness

## M

**masculinity** a male social gender role expectation that men are to be assertive, masculine, and tough, and that they are to focus on task-based accomplishment and material success

**meanings** interpretations that we attach to a symbol

**moderate-contact cultures** a blend of both high-contact and low-contact cultures

**monotrack focus** working on one project at a time on the Internet

**morphological rules (or morphology)** how combinations of different morphemes, the smallest meaningful elements of a language, make up a word or part of a word (e.g., "new" and "com-er" form "new-com-er")

**multiple channels** nonverbal messages simultaneously signaled and interpreted through various media, such as facial expressions, body gestures, spatial relationships, and the environment in which people are communicating

**multitrack focus** tending to do multiple tasks or activities on the Internet

## N

**nonverbal communication** communication without words through multiple communication channels

## O

**obliging (or accommodating) style** a high concern for the other person's conflict interest above and beyond one's own conflict position

**organization** the second step in the perception process

**other-oriented face-giving behaviors** attempts to support others' face claims and work with them to prevent further face loss or help them to restore face constructively

**outgroups** groups with whom one feels no emotional ties, and, at times, from whom one may experience great psychological distance as a result of perceived scarce resources and intergroup competition

## P

**paralanguage** sounds and tones used in conversation and speech behavior that accompany the message

**paraphrasing skills** verbally summarizing the content meaning of the other's message in your own words; nonverbally echoing one's interpretation of the emotional meaning of the other's message

**past-oriented time sense** honoring historic and ancestral ties and respecting the wisdom of elderly people

**perception** the process of selecting cues from the environment, organizing them into a clear pattern, and interpreting that pattern

**perception-checking skills** skills designed to help ensure that one is interpreting the speaker's nonverbal and verbal behavior accurately during an escalating conflict cycle

**personal commitment** an individual's desire or intent to continue a relationship on the basis of his or her subjective emotional feelings and experiences

**personal family system** a democratic family system that emphasizes personal, individualized meanings and negotiable roles between parents and children

**personal identity** any unique attributes that one associates with his or her individuated self in comparison with those of others

**personalism** inner qualities of a person that earn him or her respect and social recognition from others

**phonological rules (or phonology)** the different accepted procedures for combining the phonemes or sounds of a language

**positional family system** a large power distance family system that emphasizes communal meanings and hierarchical respect, ascribed roles, and different statuses between parents and children; family rule conformity

**pragmatic rules (pragmatics)** the contextual rules that govern language usage in a particular culture

**prejudice** an individual's biased feelings and predispositions toward outgroup members in a pejorative or negative direction

**present-oriented time sense** valuing the here and now, especially the interpersonal relationships that are currently unfolding in front of the individual

**private self** those facets of the person that are potentially communicable but are not usually shared with others

**proxemics** the study of spatial arrangement between persons, especially appropriate versus inappropriate physical spatial distance

**psychological adjustment** feelings of internal well-being and satisfaction during cross-cultural transitions

**public self** those facets of the person that are readily available and are easily shared with others

## R

**racial awareness** the gradual awakening stage in which the partners in an interracial relationship become conscious of each other's views and societal views on intimate racial relationship matters

**racial profiling** the singling out of one particular ethnic group in a police investigation

**racism** feelings of superiority based on biological and/or racial differences, strong ingroup preferences, and solidarity; rejection of any outgroup that diverges from the customs and beliefs of the ingroup; a doctrine that conveys a special advantage to those in power

**reframing** the mindful process of using language to change the way each person or party defines or thinks about experiences and views the conflict situation

**regulators** nonverbal behaviors used in conversation to control, maintain, or "regulate" the pace and flow of a conversation

**relational conflict goals** how individuals define the particular relationship (e.g., intimate vs. nonintimate, informal vs. formal, cooperative vs. competitive) or would like to define it in that interactive situation

**relationship expectation** how much role formality/informality or task/social tone one wants to forge in the interaction

**relationship maintenance** the continuous hard work a couple has to face in dealing with new challenges, such as having children, moving to a new neighborhood, and meeting new social circles

**revealment** the disclosure of information concerning the different facets of the public self (e.g., interest, hobbies, political opinions, career aspirations) and/or private self (e.g., deep family issues, identity, self-image and self-esteem issues)

**rights** what one is entitled to as a human being or as a citizen of a country

**"Romeo and Juliet" effect** the more the respective families are against the intimate relationship, the more the couples want to rebel against their parents and "do their own thing" and, therefore, find each other more attractive

## S

**SADFISH** an acronym referring to these recognizable facial emotions: Sadness, Anger, Disgust, Fear, Interest, Surprise, and Happiness

**selection process** picking out cues from our cultural environment

**self-credentialing verbal mode** drawing attention to or boasting about one's credentials, outstanding accomplishments, and special abilities

**self-disclosure** the deliberate process of revealing significant information about oneself that would not normally be known

**self-humbling verbal mode** lowering oneself via modest talk, verbal restraints, hesitations, and the use of verbal self-deprecation concerning one's effort or performance

**self-oriented face-saving behaviors** attempts to regain or defend one's image after threats to face or face loss

**semantic rules (semantics)** the features of meaning we attach to words

**separation** communication strategies that emphasize separation, such as intraethnic networking or showcasing the strengths and pride of one's own ethnic group

**setting** the consideration of cultural context (e.g., the interaction scene takes place in Japan or the U.S.) or physical context (e.g., in an office or a restaurant)

**single family** a household headed by a single parent

**situational approach** stresses the importance of the particular conflict topic and/or the particular conflict context in shaping what conflict styles will be used in what types of relationships and in what situations; this means that the individual does not have a consistent or predominant conflict style

*situational meaning* the physical and social context in which the utterance is made

*skills* operational abilities to integrate knowledge and a responsive attitude with adaptive intercultural behavior or practice

*small-group discrimination* a band of individuals from an ingroup engaging in hostile and abusive actions against outgroup members

*small power distance cultures* cultures valuing equal power distributions, equal rights and relations, and equitable rewards and punishments based on performance

*social identities* cultural or ethnic membership identity, gender identity, sexual orientation identity, social class identity, age identity, disability identity, or professional identity

*sociocultural adjustment* the ability to fit in and execute appropriate and effective interactions in a new cultural environment

*speech community* a group of individuals who share a common set of norms and rules regarding appropriate communication practices

*spiritualism* the religious and spiritual convictions of many cultural members

*stereotypes* exaggerated pictures one has about a group of people based on inflexible beliefs and expectations about the characteristics or behaviors of the group

*strong (or high) uncertainty avoidance* cultures preferring clear procedures and conflict-avoidance behaviors

*structural commitment* individuals taking into consideration various external social and family reactions in deciding either to continue or to terminate a relationship

*symbol* a sign, artifact, word(s), gesture, or nonverbal behavior that stands for or reflects something meaningful

*symbolic exchange* the use of verbal and nonverbal symbols between a minimum of two individuals to accomplish shared meanings

*synergistic perspective* combining the best of all cultural approaches in solving a workplace problem

*syntactic rules (or syntactics)* how words are sequenced together in accordance with the grammatical practices of the linguistic community

*synthesizers* the influence of aspects of both one's parents' cultural backgrounds; to synchronize and synthesize the diverse aspects of one's parents' values into a coherent identity

*systems approach* integration of both dispositional and situational approaches, recognizing that most individuals do have predominant conflict style profiles because of strong cultural and family socialization conflict scripts

**T**

*tangible resources* resources, including money available to spend on a new car, a sound system, or a vacation

*traditional family* a family structure consisting of a husband-wife/father-mother pair that has a child or children, with a father working outside the home and a homemaker mother

**U**

*unconscious competence stage* the "mindlessly mindful" intercultural sensitivity stage in which individuals move in and out of spontaneous, yet adaptive, communication with members of the new culture

*unconscious incompetence stage* the "mindless ignorance" phase in which individuals have neither culture-sensitive knowledge nor responsive attitudes or skills to communicate competently with the host members of the new culture

**V**

*value content* the standards or expectations that people hold in their mindset in making evaluations

*values* shared ideas about what is right or wrong, what is fair or unfair, what is important or not important

*vertical self-construal* preferring formal-asymmetrical interactions (i.e., differential treatment) with due respect to people's position, titles, life experiences, and/or age

*virtues* the commendable qualities of an individual

**W**

*weak (or low) uncertainty avoidance* cultures encouraging risk-taking and conflict-approaching modes

*worldview* one's larger philosophical outlook or way of perceiving the world and how this outlook, in turn, affects one's thinking and reasoning patterns ✦