

HANKEN SCHOOL OF ECONOMICS

Course 5116

INTERCULTURAL COMMUNICATION SKILLS

Time: 3 hrs

Exam: 8th March, 2010

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Please return this copy to the examiner.

Please answer all the questions.

I

Discuss Trompenaars' ideas about **specific** versus **diffuse** cultures, paying special attention to the following points:

- a) How would you clarify the concepts of specific versus diffuse cultures with the help of Lewin's circles ("life spaces"/"personality levels")?
- b) How does Trompenaars define the "danger zone" in specific-diffuse encounters?
- c) How does Trompenaars explain the principle of "losing face"?

II

Discuss with examples Milton Bennett's **Model for Developing Cultural Sensitivity**.

III

What does Richard Lewis mean by **Cultural Blackholes**? Give some examples.

*German facts
problem*