

HANKEN SCHOOL OF ECONOMICS

Course 5116

INTERCULTURAL COMMUNICATION SKILLS

Time: <sup>4</sup>3 hrs

Exam: 13<sup>th</sup> May, 2013

Lärare: Ladau-Harjulin, Ulla

Please return this copy to the examiner.

Please answer all the questions.

I

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

Denial  
Defence  
Minimization  
Acceptance  
Adaptation  
Integration

II

What is meant by 'universalism versus particularism' (Trompenaars)? With reference to this value dimension, give some examples of the potential risk of losing 'rapport' in face-to-face interactions between people coming from differing cultural backgrounds.

III

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

