

Contents

Acknowledgements	vii
Contributors	ix
Foreword	
<i>Michael Byram</i>	xv
Introduction	
<i>Manuela Guilherme</i>	1
Part 1: Ideas and Models in Perspective	
1 Intercultural Conflict Interaction Competence: From Theory to Practice	
<i>Stella Ting-Toomey</i>	21
2 National Occupational Standards in Intercultural Working: Models of Theory and Assessment	
<i>Anne Davidson Lund and John P. O'Regan</i>	41
3 Training and Intercultural Education: The Danger in 'Good Citizenship'	
<i>Alison Phipps</i>	59
Part 2: Intercultural Communication, Interaction, Management and Responsibility in Theory and Practice	
4 Intercultural Responsibility: Power and Ethics in Intercultural Dialogue and Interaction	
<i>Manuela Guilherme, Clara Keating and Daniel Hoppe</i>	77
5 Emotional Management: Expressing, Interpreting and Making Meaning of Feelings in Multicultural Teams	
<i>Alexandra Kaar</i>	95
6 Intercultural Interaction: A Sense-making Approach	
<i>Terence Mughan and Greg O'Shea</i>	109

7	Communicative Interaction: Intercultural Verbal and Nonverbal Interaction <i>María Luisa Pérez Cañado and María del Carmen Méndez García</i>	121
8	Ethnography: The Use of Observation and Action Research for Intercultural Learning <i>Katalin Illes</i>	138
9	Biography: The Role of Experience in Intercultural Learning <i>María del Carmen Méndez García and María Luisa Pérez Cañado</i>	151
10	Diversity Management: Negotiating Representations in Multicultural Contexts <i>Clara Keating, Manuela Guilherme and Daniel Hoppe</i>	168
11	Working in Multicultural Teams <i>Evelyne Glaser</i>	186
 Part 3: Voices from the 'Real' World		
12	Intercultural Relations at the Workplace <i>Guenther Zoels and Thomas Silbermayr</i>	207
13	Sharing Reflections on Intercultural Learning <i>Isabel Ferreira Martins</i>	216
14	Intercultural Education in International Management <i>Anneli Kansanen and Leena Vohlonen</i>	229
 Conclusion: Intercultural Competence for Professional Mobility <i>Manuela Guilherme, Evelyne Glaser and María del Carmen Méndez García</i>		
		241