

# *Contents*

Preface	vii
1. An Introduction to Programs, Goals, and Needs Assessment for Training	1
2. Awareness and Knowledge as Content Areas for Intercultural Communication Training	25
3. Emotional Challenges	57
4. Acquiring Intercultural Communication Skills	85
5. Putting the Elements Together: Designing and Administering an Effective Intercultural Training Program	114
6. The Evaluation of Training Programs	144
7. Issues Affecting the Future of Intercultural Training	172
References	201
Author Index	212
Subject Index	216
About the Authors	221