



Staff mobility

elc – European Language Competence

Frankfurt School of Finance and Management

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Frankfurt nad Mohanem

elc – European Language Competence

"Every time we speak we perform a cultural act."

Claire Kramersch (1993). Context and culture in language teaching

Interkulturní komunikační kompetence (IKK)

- Kurzy IKK pro učitele
- IKK blended kurzy
- Testování IKK

The ICE Train-the-trainer course

- *Intercultural Competence in English: Critical Issues*
- 1. den
 - Culture and Discourse
 - International English (ELF)
- 2. den
 - Corporate Cultures
 - Gender

Kulturní podmíněnost

Jazykové funkce

Saying No / saying yes

Giving advice / asking for advice

Giving / accepting compliments

Criticising / complaining

Accepting / refusing help

Accepting / refusing invitations

Negotiating

etc.

Kulturní podmíněnost

Komunikační strategie

Directness

Enthusiasm

Formality

Assertiveness

Self-promotion

Personal disclosure

Critical incidents – Kritická události

A Puerto Rican woman, who had been living for many years in the United States, was visited by her father. During his stay, he helped her take care of her son (his grandson). When she thanked him for his help, he became angry and felt hurt.

Helen Spencer-Oatey (2008). *Culturally Speaking. Culture, Communication and Politeness Theory* (2nd ed.). p.46

Critical incidents – Kritická události

This incident involved an American as well as a Korean couple who lived next door to him. When the American returned from the hospital after a night of very little sleep following his daughter's birth, he met the couple in the parking lot. When they heard the good news, the Korean woman said, solemnly, that he 'looked much older'.

Adapted from: Yamuna Kachru/Cecil L. Nelson (2006). World Englishes in Asian Contexts. Hong Kong University Press. p.54

Doporučený postup

1. Otázky
2. Sdílení
3. Hypotéza
4. Řešení

Otázky

- Co – Kdo – Kdy - Kde – Proč – Jak atd.?
- Prostor pro individuální dotazy týkající se situace
- Všechny otázky by se měly zaznamenat
- Cíl: vytvořit úplný obrázek situace

Sdílení

- Názorů a pocitů k problému
- Prostor pro všechny

Hypotézy

- Možné důvody a motivace aktérů
- Hledání více odpovědí / domněnek

Řešení

- Praktická řešení
- Učitel poskytuje studentům:
 - Komunikační strategie
 - Jazykové prostředky
 - Procvičení jazyka

Další kritická událost

Cíl:

- Povědomí o individuální limitech přizpůsobení
- Procvičit strategie, jak si poradit s nepříjemným pozváním

.

David is a French engineer who has recently been assigned to his company's subsidiary in Finland. Here is his report about something that happened soon after he arrived in Helsinki.

Další kritická událost

“After two weeks, we had one of those afternoons that are meant to consolidate team spirit [...] and there, first shock, huge cultural shock, well, I had my first sauna at that time, and, well, I started to adopt a little bit ... the Finnish spirit regarding partying [laughs] [...] The first sauna, it was quite an experience. The day after, I had written a long e-mail to all my friends in France, explaining all the details [...]. I’m not very modest, but well, to be there with your boss... and then again the heat, it had burnt my nose, it had burnt my mouth, everything. And then the cold in the sea, because we went to bathe then, with water which was around 12-13 degrees!”

Postup

Discuss:

- David talks about an all-male sauna visit. How do you feel about mixed saunas?
- What would you do and say if you were invited by your host / business partner to a sauna?
- At what point would you reach your limits?
- What do you do and say if this happens?

Follow-up:

- Podobné obtížná pozvání



Děkuji za pozornost.