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INTERCULTURAL COMPETENCE: DEVELOPING INTERCULTURAL UNDERSTANDING AND COMMUNICATION SKILLS IN THE CONTENT OF MODERN EDUCATION

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Abstract: This article is about intercultural competence which is very necessary, especially, in today's world as people are travelling a lot for different purposes and communicating with individuals from different cultural backgrounds. Moreover, information is given to develop cross-cultural understanding and skills of communication in the content of modern education.

Keywords: Intercultural competence, institutions, implement, dialogue, interconnectedness, cultural backgrounds.

Annotatsiya: Mazkur maqolada madaniyatlararo kompetentsiya haqida so'z yuritiladi, ayniqsa bugungi dunyoda odamlar turli maqsadlarda ko'p sayohat qilishlari va turli madaniy kelib chiqishi bo'lgan shaxslar bilan muloqot qilishlari uchun juda zarurdir. Bundan tashqari, zamonaviy ta'lim mazmunida madaniyatlararo tushunish va muloqot qilish ko'nikmalarini rivojlantirish uchun ma'lumotlar beriladi.

Kalit so'zlar: madaniyatlararo kompetentsiya, muassasalar, joriy etish, dialog, o'zaro bog'liqlik, madaniy kelib chiqishlar.

Cross-cultural competence

A different language is a different vision of life as when people are able to speak more languages they have a chance to get acquainted with individuals who grew up in exactly diverse settings. Setting is not an only thing which can be a single reason. Behind it there are tradition, culture and behaviour which impact on the process of intercultural competence. It refers to the ability to effectively communicate and interact with people from different cultural backgrounds. In the mid-20th century as a response to the increasing globalization and interconnectedness of the world cross cultural competence should have been, because people wanted to converse their business partner or employer. In this case intercultural competence was chosen and emerged.

One of the seminal works in the development of intercultural competence is Edward T. Hall's cultural dimension theory, which he introduced in the 1950s and 1960s. Hall's work highlighted the importance of understanding cultural differences

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in communication styles, perceptions of time and space, and social norms. This laid the foundation for further research into intercultural communication and competence. Another key figure in the development of intercultural competence is Milton Bennett, who proposed the Developmental Model of Intercultural Sensitivity (DMIS) in the 1980s. Bennett's model outlines a continuum of intercultural sensitivity, and provides a framework for understanding how individuals can develop their intercultural competence. Cross-cultural competences refer to the skills, knowledge, and abilities that individuals possess to possess knowledge about different cultures and customs, besides interact effectively and communicate with people from different cultural backgrounds [1]. These competences include cultural awareness, empathy, communication skills, flexibility, openness to new ideas and perspectives, and the ability to adapt to different cultural norms and practices. Developing cross-cultural competences is essential in today's globalized world to build successful relationships, navigate diverse environments, and work effectively with people from different cultural backgrounds. Additionally, there are several ways to use intercultural competence. Intercultural competence is utilized by individuals in various ways to successfully engage in cross-cultural interactions and establish productive relationships with people from diverse cultural backgrounds. Common applications of intercultural competence include:

- **Communication:** Effective communication across different cultures requires individuals to have the ability to understand and adjust to varying communication styles, norms, and preferences [2]. This involves being mindful of nonverbal signals, choosing appropriate language and tone, and being respectful of cultural variations in how information is conveyed.

- **Cultural awareness:** Intercultural competence is the ability to understand and appreciate both one's own cultural background and the cultures of others. It involves recognizing and respecting cultural differences, which can help prevent misunderstandings and promote mutual understanding and respect between individuals from different backgrounds.

- **Adaptation:** Intercultural competence leads to adjusting one's behaviour, attitudes, and communication style in accordance with the cultural norms of the people one is interacting with. This could mean modifying how conflicts are resolved, how decisions are made, how teamwork is conducted, and other aspects of interpersonal relationships to better align with different cultural practices.

- **Conflict resolution:** Intercultural competence enables individuals to effectively navigate and resolve conflicts that may occur in interactions between people from

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different cultures. By recognizing and acknowledging the cultural influences that can contribute to disagreements, individuals can work towards finding mutually beneficial solutions, fostering understanding, and nurturing harmonious relationships.

- Building relationships: Developing intercultural competence is crucial for establishing authentic connections with individuals from various cultural backgrounds. By showing respect, empathy, openness, and a genuine interest in different cultures, people can build trust, encourage cooperation, and cultivate inclusive spaces that celebrate diversity.

- Global Business and Diplomacy: In the realm of global business and diplomacy, possessing intercultural competence is essential for effectively managing international partnerships, negotiations, and collaborations. Being able to comprehend and respect cultural variations in business customs, protocols, and communication styles can enable individuals to establish strong connections and accomplish their objectives in an increasingly interconnected global environment.

In the realm of contemporary education, nurturing intercultural competence is essential for equipping students with the skills needed to succeed in an increasingly interconnected world. Globalization, increasing migration, the development of the transportation systems, the advance of information technologies, international employment, study exchange programs, interdependent economies, foreign travel, political alliances and global peace threats are bringing together people of different cultures and religions with an unprecedented regularity and urgency [3]. There are several important strategies that educational institutions can employ to promote intercultural understanding and communication skills among students. These include implementing intercultural education programs that focus on diversity and global perspectives, providing experiential learning opportunities such as study abroad programs and cultural exchanges, facilitating intercultural dialogue and reflection through discussions and reflective activities, integrating multicultural content into the curriculum, and promoting collaborative projects and teamwork among students from diverse backgrounds. By prioritizing the development of intercultural competence in educational settings, students can gain the necessary skills to navigate the complexities of a globalized society with respect, empathy, and effective communication abilities. Educational institutions can implement specialized courses, workshops, or initiatives focused on intercultural communication, diversity, and global perspectives [4]. These programs help students gain a deeper understanding of various cultures and enhance their skills in navigating cross-cultural interactions. Encouraging students to participate in study abroad programs, cultural exchanges, or

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service-learning projects in diverse communities provides hands-on experiences that cultivate intercultural competence. Such experiences enable students to engage with individuals from different backgrounds, challenge their assumptions, and broaden their worldview. Incorporating discussions, debates, and reflective activities into the curriculum prompts students to critically reflect on their own cultural biases, values, and beliefs. Through meaningful conversations with peers from diverse backgrounds, students develop empathy, tolerance, and a more open-minded approach towards others. Assigning group projects that require collaboration with peers from diverse cultural backgrounds enhances students' teamwork skills and intercultural communication abilities. By navigating cultural differences and working towards common goals, students learn to appreciate diversity and cultivate strong cross-cultural relationship and tolerance or willingness to accept things that differ from what you are familiar with [5]. By emphasizing the development of intercultural competence in education, institutions can empower students to become global citizens who possess the necessary skills to navigate our interconnected world with respect, empathy, and effective communication. This article maintains the importance of intercultural competence in today's globalized world, where people are frequently traveling and interacting with individuals from diverse cultural backgrounds. It emphasizes the need for developing cross-cultural understanding and communication skills in modern education to effectively navigate interactions with people from different cultures.

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