

A SURVEY OF RECENT E-SOURCES ON TOLERANCE IN INTERCULTURAL COMMUNICATION

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Introduction

The article is meant to provide a range of useful e-resources to those interested in the phenomenon of "interculturality". The main focus is on the concept of "tolerance" as it is understood, generally perceived and taught in these days of turmoil on the political and social arena.

At a recent conference the authors have mentioned one such e-journal as a valuable bibliographic resource. We would now like to share some of the information we have been collecting for some time with colleagues who may be interested in using this modern type of resources in their study of intercultural phenomena.

It goes without saying that we had to operate a very strict selection of the materials at our disposal, but we do hope that we have managed to provide a package of essential information, which can be further developed by each researcher interested in the field.

As you will see, there is no "Bibliography" in the traditional sense attached to our paper - that is due to the fact that the entire article is meant to be an annotated bibliography. References are organized by main sub-topics; site addresses are given, as well as a brief presentation of their structure and content. In some cases we provide an excerpt from the original text, while in some others we have limited ourselves to simply providing the address of some e-libraries /e-journals and to critically analyzing the main issues approached.

Tolerance and Intercultural Communication – General Aspects

"As emerging technology interconnects our globe in increasingly complex layers, the world seems to grow smaller. Yet, it is with this increased interconnectivity

that our perception of the world, as we presently know it, grows and expands. Our social network begins to encompass individuals whom we have never physically met before, and possibly never will. It is these new relationships with distant individuals that may challenge us to expand our horizons beyond what we now know."

This is the message of an interesting site on intercultural communication

(www2.soc.Hawaii.edu/css/dept/com). One can also find other useful links, while the entire site outlines and describes the study which determined the content of the web page "Studying Intercultural Communication". It includes an introduction, literature review, methodology, results, discussion, survey instrument and a bibliography.

Another useful site, with very general links to vast areas of the field, is that of the Intercultural Communication Institute

(www.intercultural.org/index.html). One can find, in PDF format, further links covering the areas below:

- [Introductory Guide to the Intercultural Field](#)
- [An Introductory Guide to Selected Intercultural Books](#)
- [Diversity in Education](#)
- [Diversity](#)
- [Culture and Healthcare](#)
- [Diversity in Organizations](#)
- [Intercultural Training and Teaching Resources](#)
- [Intercultural Links Regarding September 11 Terrorist Attacks](#)
- [Description, Interpretation and Evaluation \(DIE\)](#)

If you are interested in studying the history of interculturality one valuable resource is www.unm.edu/~wbhart/histicc2.htm.

It is a paper by William Hart, presented at the 1996 Speech Communication Association Conference, and it provides something of a "state of the discipline" for intercultural communication.

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A real "loop" for intercultural matters can be found at:

www.webring.org/cgi-bin/webring?ring=intercultural;list

This web ring is a linked list of sites related to the study of intercultural communication, dealing with diverse cultures and promoting peace and tolerance of differences based on race, ethnicity, gender, sexual orientation, age, religion, beliefs, or abilities.

"...There is communication which needs to be as constructive as possible, without misunderstandings and breakdowns. It is our belief that research on the nature of linguistic and cultural similarities and differences here can play a positive and constructive role...". This is the basic concept of the entire activity of the 'Intercultural Communication' journal, which overtly "promotes research but also education and training in the area of intercultural communication". Some articles are focused on topics such as : Intercultural Communication in Virtual Environments; Influences of Native Culture and Language on Intercultural Communication or Creating a Culture of Peace. The address is:

www.immi.se/intercultural/nr4/allwood.htm. The journal is an outgrowth of the activities of NIC – the Nordic Network for Intercultural Communication.

One of the most recently created web portals in interculturality is: InterculturalRelations.com. According to their own presentation page: "It is a free online interdisciplinary resource designed for the *interculturalists* around the world who study, teach, train and/or research in cross-cultural psychology, cultural anthropology, intercultural communication, multicultural education, race/ethnic relations (sociology), multicultural literature, sociolinguistics, TESOL, international business and other related sub-disciplines." The main objective of the portal is to promote "efficient intercultural research by (1) providing an outlet for scholarly publication in the journal The Edge: The E-Journal of Intercultural Relations, (2) compiling a bibliography of recently published ICR research, and (3) providing an online forum for interdisciplinary discussion in the ICR Bulletin Board". *The Edge* began in 1997. It includes articles, interviews, course syllabi, etc. An index of relevant sites on the World Wide Web, organized by disciplines - ICR Web Index - is also provided. Even more interesting, you may search this web site for all of their documents containing matching words or patterns. In addition, you can also search:

- [full texts of journals, books and newspapers,](#)
- [an online encyclopedia \(Britannica.com\),](#)
- [thousands of academic libraries world-wide,](#)

- [relevant books and films to purchase,](#)
- [the whole web for relevant sites,](#)

Teaching Tolerance

One of the most prominent scholars concerned with teaching tolerance is Jolanta Ambrosewicz-Jacobs. With her online action guide, you are invited to explore teaching tolerance and related programs in both Europe and the United States, and decide for yourselves which ones might offer the most useful insights for your own school(s) or community. It includes not only International Cooperation Programs, but also a resource list for Teaching Tolerance. Thus, the volume Teaching Tolerance: Raising Open-minded, Empathetic Children by Sara Bullard (1997, Doubleday), also available on the Internet, is just an illustration of the level of selection on this site called "Paths of Learning", whose address is: www.pathsoflearning.com/index.htm The wish of the authors is, in their own words : "to inspire parents, teachers, and others interested in educational practices and policy to consider diverse ways in which children and adults can gain meaningful, integrated knowledge to develop their own authentic potentials."

The essence of the concept of "intercultural competence" can be found at www.uk/staff/HIGDOX/STEPHEN/ICP1/HTM. The author, Cheryl Hoornstra, states that "it is important to first recognize the ultimate goal of intercultural competence: the language learner must develop the capacity to take the perspective of the foreign interlocutor. In doing so, he will go beyond simply understanding the use of language and develop an awareness of language and culture that will help him to function in the second language as well as in its culture. Intercultural competence, then, refers to the ability to learn about language and culture as a whole and to cope cognitively and affectively within the new experiences encountered".

Special mention should be made of a magazine called "Teaching Tolerance", concerned only with matters regarding this particular aspect of interculturality. Moreover, subscriptions are available free to teachers, religious and community leaders, health-care providers and other educators upon written request on school or organization letterhead. Send the request to Teaching Tolerance, 400 Washington Avenue, Montgomery, Alabama 36104, or fax it to 334/264-7310. <http://www.teachingtolerance.org/>

A site called "AWESOME LIBRARY", whose address is www.awesomelibrary.com, may be of great interest

as it displays a range of resources organized by specialisms. Thus, one can find links to disciplines such as Languages, English, but also Social Studies. Under "Multicultural", you can find interesting "Intercultural Communication" links for Lesson Plans, Materials, Papers and Projects.

Among the books available, which provide some basic foundations for multicultural and intercultural communication, here are some of the most important:

Basic Concepts of Intercultural Communication, Edited by Milton J. Bennett. A reviewer states, "This book was my initial introduction to the field of intercultural communication and I seem to return to it often as a reference point in thinking about new intercultural works that I wish to more deeply understand". This book has a rating of 5 stars (out of 5) on Amazon.com customer reviews.

Beyond Culture, by Edward T. Hall. Here is an excerpt from its review: "There are two related crises in today's world. The first and most visible is the population / environmental crisis. The second, more subtle but equally lethal, is humankind's relationships to its extensions, institutions, ideas, as well as the relationships among the many individuals and groups that inhabit the globe. If both crises are not resolved, neither will be". This book was ranked 2nd for customer reviews among books listed by Amazon.com under "Intercultural Communication".

Communicating With Strangers: An Approach To Intercultural Communication, by William B. Gudykunst and Young Yun Kim. "Communicating with Strangers" looks at the basic processes of intercultural communication and then ties those processes to the practical task of creating understanding between people with different cultures, backgrounds and communication patterns." This book was ranked 10th bestselling among books listed by Amazon.com under „Intercultural Communication”.

Intercultural Competence: Interpersonal Communication Across Cultures, by Myron W. Lustig and Jolene Koester. This book was ranked 18th bestselling among books listed by Amazon.com under "Intercultural Communication."

The site can connect you to other related areas, such as:

Multicultural Guide or Toolkit
Intercultural Communication
Fighting Intolerance
Conflict Prevention and Mediation
Cultural Competence
Equity
World Peace
Multicultural

One site which we particularly appreciated for its attitude favouring networking among the practitioners of intercultural communication is: newsorlando.com. Its motto, taken from the works of Margaret J. Wheatley, is quite inspiring. It is an urge, as the creator of the site puts it, "to build, to reshape, to create a finer world":

"The world is not a thing. It's a complex, never-ending, always changing tapestry. To live in a quantum world, to weave here and there with ease and grace, we will need to change what we do. We will need to stop describing tasks and instead facilitate process. We will need to become savvy about how to build relationships, how to nurture growing, evolving things. All of us will need better skills in listening, communicating, facilitating groups, because these are the talents that build strong relationships... More and more relationships are in store for us, out there in the vast web of universal connections....."

One item of particular interest for our current teaching activity is the link to a series of ASSESSMENTS which are, as the creator writes, "intended to help integrate course content into your personal and work life, your values and attitudes, your unique situation." The topics of these assessment materials (which can be successfully used in class for various purposes, from sensitizing students to certain aspects, to getting a general picture of the feelings/attitudes/values/beliefs of your trainees) range, among many other extremely thought-provoking labels, from Assessing Your Communication Satisfaction, Assessing Tolerance for Change and Assessing Your Values, to Assessing Your Prejudice and Cultural Context Survey.

Miscellaneous

"Studies in translation and interpreting prepare the students for tasks in intercultural communication requiring a high level of language, translation and/or interpreting skills" – this is one of the basic ideas to be found on one of the numerous sites whose focus is translation and interpretation, as well as the necessity to form such trainees as true experts in intercultural communication (www.utu.fi/hum). "The translator's house is built on three pillars: mastery of languages, knowledge of cultures and knowledge of intercultural communication", - the site presents the orientation of the programme and its main subjects.

Most of the important web rings and portals include links to universities in which courses of interculturality are taught. They are too many to mention them all

here. However, we consider that the www.arashi.com/wsd/bali/syl.htm is particularly interesting, as it comes from an area where several cultures meet and this has heightened the interest in such a vitally important matter for quite a long time now. In the Foreword, Instructor Elaine Jessen sums up her main agenda of the course: "This multi-cultural learning process is intended to provide opportunities to gain a different perception of self and others. It is intended to provide opportunities for noticing one's own patterns of interaction, cultural assumptions and habits of being that inform the meaning we make from experience."

It would probably be essential to mention a site presenting the ECC Committee of Ministers' call for cultural diversity, which should be protected in the new global environment. According to this document (www.culture.coe.int/T/E/cultural_Co-operation), it is necessary to develop "policies allowing different forms

of culture to coexist on their territory as a response to the impact of globalisation".

Numerous international organisms are concerned with research and social advocacy on the web. Two such highly active groups which can be contacted are: Teaching Tolerance

<http://www.splcenter.org/teachingtolerance/tt-index.html>

and

CHARIS (www.chariscorp.com/home.htm) providing training in: Communicating Across Cultures, Conflict Resolution Across Cultural Differences and Managing in the Multicultural Environment.

There are certainly scores of other useful and interesting web sites which are worth visiting. For those interested, a last piece of advice: all important search engines (msn, altavista, google, alltheweb, etc) will display their top addresses if you start your search from descriptors such as: interculturality, multiculturalism and tolerance.