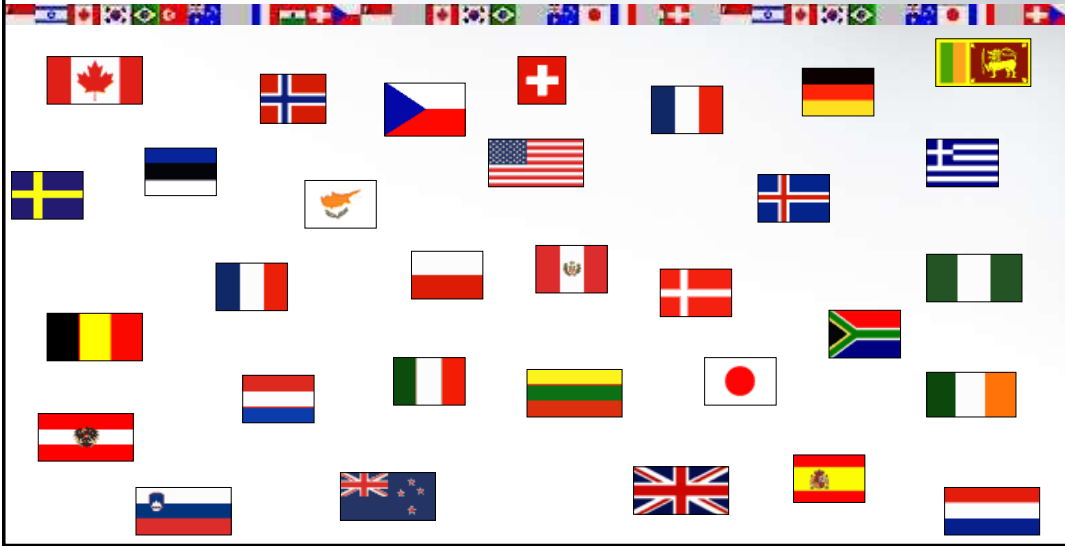


Engaging International Students in the Counselling Process



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Cultural Bingo



Someone who is wearing something of cultural significance (Jewellery, Clothes etc)



Someone who has something interesting to say about their culture



Someone from a different culture to your own:



Someone who has travelled abroad more than 4 times. Where?




Someone who comes from an intercultural family



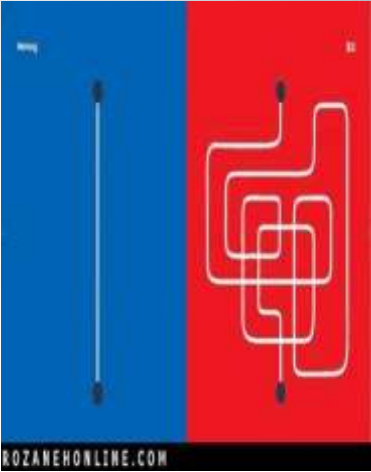
Someone who can speak two or more languages






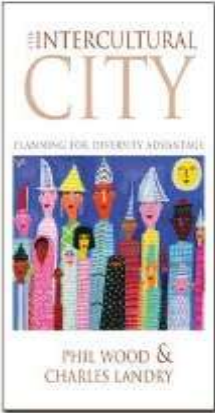
- Concept of culture, Cultural differences & Intercultural communication
- Multicultural counselling & Cultural competence
- Engaging International Students in the counselling context
- Case examples & Discussion

Opinion



Australian Aborigines can communicate fluently without words, by using only their myriad gestures as a formal and comprehensive gesture-language (King-Boyes, 1977, p. 39)

Cultural Differences & Intercultural communication

- I Concept of culture
- II Iceberg of culture
- III Common values across cultures
- IV Intercultural communication
- V How to communicate effectively across culture while navigating different cultural behavior patterns

Arabs (Bedouins) have many different words for the different types of camels (Palmer 1973 p. 45). Differentiating camels is obviously associated with their survival and surroundings.

Three aspects of groups



Universal

Ways in which all people in all groups are the same



Cultural

What a particular *group* of people have in common with each other and how they differ from each other group



Individual

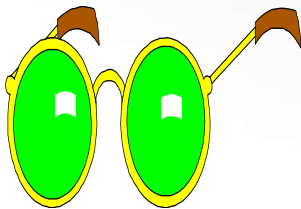
Ways in which each one of us is different from everyone else, including those in our group



Relative Perception



We Don't See Things The Way They ARE



We See Them As WE Are based on our cultural values

Greeks have many different words for various family relationships and relatives that are very important in their large and extended families. Many of these words cannot be directly translated into English, as there is no exact word equivalent or in some cases there is not even an approximate word equivalent.

Culture is...



The shared set of assumptions, values and beliefs of a group of people by which they organize their common life.



-Gary Wederspahn



The Subanum, of the Philippines, have 132 separate words for the diagnosis of disease (Conklin, 1969, pp. 221-233).

What does culture do?

Culture provides a system in which people:

- set goals, make decisions, and solve problems;
- explain and define social roles;
- emphasize cooperation or competition;
- view human nature, truth, time orientation, and property; and
- define identity and individuality.



More than technical or infrastructure problems, cultural problems will be the biggest issue that merchants will face in the global marketplace." Bruce Guptill, Analyst



Stereotypes are generalizations of characteristics that are applied to all members of a cultural group. A stereotype does not allow for exceptions or individual variation. We force everyone to fit our prescribed categories.



Cultural Generalizations

offer a way to simplify descriptions but can never apply to everyone in every situation. They offer good hypotheses as to why a person may behave as s/he does.



II: Iceberg of Culture: Apparent or Not?



- | | |
|--------------------------|--|
| 1. Eating Habits | 11. Understanding of the natural world |
| 2. Religious beliefs | 12. Concept of self |
| 3. Importance of time | 13. Work ethic |
| 4. Values | 14. Concept of beauty |
| 5. Religious rituals | 15. Concept of personal space |
| 6. Raising children | 16. Rules of social etiquette |
| 7. Concept of leadership | 17. Holiday Customs |
| 8. Gestures | |
| 9. Nature of Friendship | |
| ✓ 10. Foods | |

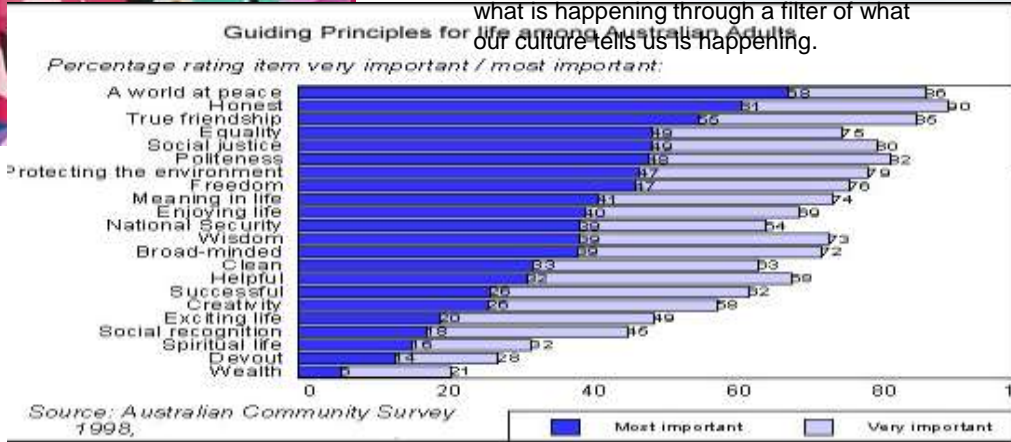
Why is this important?



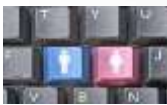
To be a successful interculturalist, one must attempt to understand deeper values. Surface behaviors are influenced by beneath-the-surface values and assumptions.



When we look at behavior, we interpret what is happening through a filter of what our culture tells us is happening.



Cultural Background differences



Gender relations



● Personal space



Expression of emotions



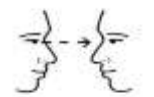
● Touching



Greetings & Small talk



Group/social Norms



● Eye contact



Academic norms



● Dress

Common Values across cultures



All cultures wish these three elements to be present in social & cultural relationships.

Trust

Respect

Comfort



Alaskan Athabaskan Indians rarely ask questions. For these people, questions are regarded as too powerful to use, because they demand a response. (Scollon, 1982)

Core Symbols in Intercultural Friendships



TABLE 1
Important Characteristics of Cultural and Intercultural Friendships

Characteristics	Cultural Groups				
	Afrikaner	British	Black	Coloured	Asian
Trust	X	X	X	X	X
Honesty	X	X	X	X	X
Respect	X	X	X	X	X
Unselfishness			X	X	X
Love			X	X	X
Similar social class	X	X			
Valuing differences				X	X
Similarity of sex			X		X
Avoiding criticism	X				
Listening				X	
Reliability				X	
Proximity				X	
Similar language			X		
Constructive criticism					X
Loyalty					X

Collier & Bornman, 1999



Intercultural Communication



- Intercultural communication seeks to understand how people from different countries and cultures act, communicate and perceive the world around them.
- It translates how Trust Respect & Comfort is interpreted across different cultures
- It also studies situations how people from different cultural backgrounds *interact* and negotiate through cultural differences

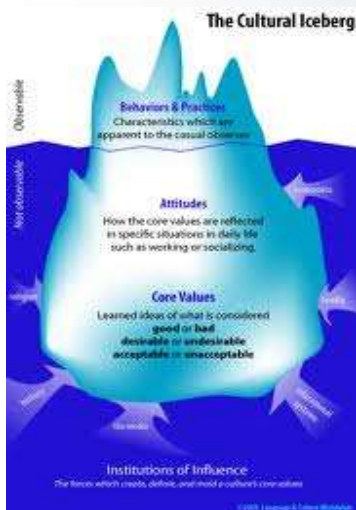


The Hindu language, Hindi, has separate words for: my sister's husband (behnoi), my husband's elder brother (jait), my husband's younger brother (deva), and my husband's sister's husbands(nandoya). The single word brother-in-law in English indicates that one behaves similarly towards all the men in those different kinship statuses. (Nanda, 1991, pp. 119, 120).

Intercultural Communication



Translate Common values — Trust/Respect/Comfort



Negotiate through Cultural differences

- | | | |
|--------------------|---|----------------------|
| Direct | ↔ | Indirect |
| Competitive | ↔ | Cooperative |
| Analytic | ↔ | Relational |
| Future Focused | ↔ | Past/present |
| Earned Status | ↔ | Inherited Status |
| Egalitarian | ↔ | Hierarchical |
| Informal | ↔ | Formal |
| Individualistic | ↔ | Group-Oriented |
| Task Oriented | ↔ | Relationship-Focused |
| Shorter-Term | ↔ | Longer-Term |
| Fluid Relationship | ↔ | Stable Relationship |

Cross-cultural Values



Australians

- Freedom
- Independence
- Self-reliance
- Equality
- Individualism
- Competition
- Efficiency
- Time
- Directness
- Openness



Japanese

- Belonging
- Group harmony
- Collectiveness
- Age/seniority
- Group consciousness
- Cooperation
- Quality
- Patience
- Indirectness
- Go-between

Japanese can speak to another using a selection of many different address forms to indicate explicitly any one of a whole range of relationships - for example, intimate, familiar, neutral, polite, deferential, authoritative.



- No universal intercultural problem solving method. These three areas need localisation
- Good intercultural communicators exhibit a willingness to engage in communication in culturally diverse environments and recognize that mistakes will be made and that they can learn from them
- Tolerance for diversity is important
- Commitment is needed for intercultural relationship development

Australian Aborigines can communicate fluently without words, by using only their myriad gestures as a formal and comprehensive gesture-language (King-Boyes, 1977, p. 39). Also Eades (1982) reports that Australian Aborigines never ask the question, Why?



Some general guidelines



- Ask What, When Where, How Questions
- Incorporate active listening, paraphrasing, summarizing
- Incorporate experiences, values, and skills of the community/group/individual you are addressing
Focus on Tasks & Goals & Function related to speakers purpose & need
- Identify commonalities (roles, ways of speaking, greetings) which allow universal interpretation
- Clarify How TRUST, RESPECT & COMFORT is interpreted (Respect differences while enhancing trust and comfort)

B: Cultural Fau Pax or Celebration



Discuss in small groups

- Situations where you experienced a cultural faux pas
- Situations where you experienced a cultural celebration

(Handout 66 ways we differ)



Panare (Latin American Indians in Venezuela) do not have words for the many western Christian words for spiritual concepts. For example, there are no equivalents for guilt, repentance, salvation, sin and punishment. (Lewis, 1990, pp. 182-192).

Cultural competence and multicultural counselling



Culture & counselling

- Initially, culture was virtually ignored as a potential influence on human behavior
- Wrenn (1962) lays a framework when he describes the culturally encapsulated counselor
- Pedersen (1990) hailed culture as the “fourth force in counselling” “Human behavior can only be explained in the cultural context” (1997)



Multicultural Counselling movement



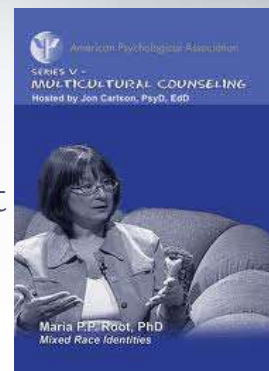
- Changing Socio-political context
 - Universal v/s cultural relativism debate
 - Multicultural competence
- (Sue & Sue 2008)



Universal approach



- **Multicultural counseling** is defined as a counseling relationship between a counselor and client who adhere to different cultural systems.
- All counseling is multicultural.



Pedersen, P. (1994). *A handbook for developing multicultural awareness* (2nd ed.).

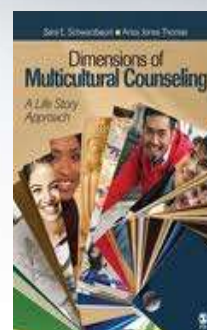
Universal Multicultural Counseling

- Multicultural counseling competency overlaps with essential attributes associated with basic counseling competency.
- Incorporates principles including respect, genuineness, & empathy (Rogers, 1957)
- Competent counselor's have the ability to establish rapport, and comprehend the transactions between people and environments within a variety of social contexts).
- Attribute universal biological basis to diagnose and design clinical treatments for mental health disorders (Dragun et al 1981)



Culture-specific strategies

- ▶ Culture-specific Multicultural counseling believes that different racial/ethnic minority groups *might* respond best to culture-specific strategies of helping.
- ▶ communication style
- ▶ beliefs about psychological problems
- ▶ strategies for coping with and resolving personal problems
- ▶ counseling expectations and behavior
- ▶ racial identity development and acculturation
- ▶ worldviews

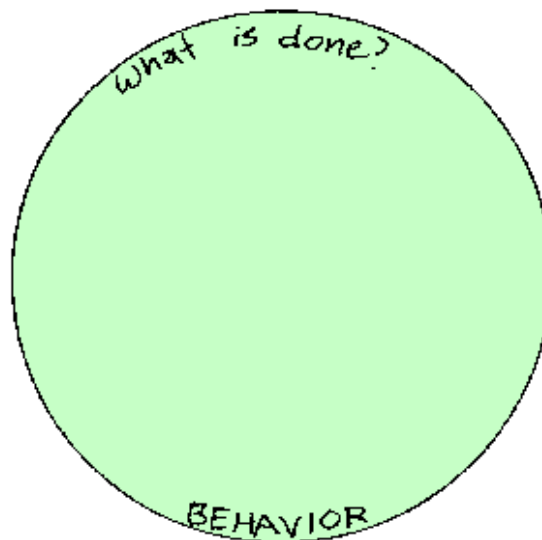


Integrated Multicultural Approach

- ▶ Uses modalities and defines goals consistent with the life experiences and cultural values of the client
- ▶ Balances the importance of individualism and collectivism in the assessment, diagnosis, and treatment of client and client system
- ▶ Advocates the use of universal and cultural specific strategies and roles in the healing process
- ▶ Incorporates common features in helping relationship and cultural competence



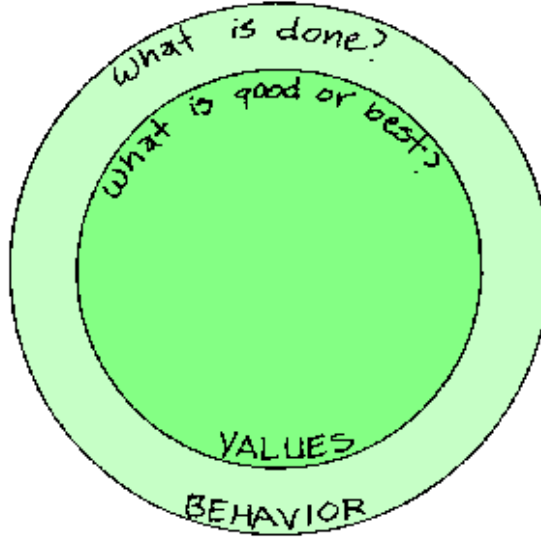
Viewing cultures as successively deeper levels of understanding



Lloyd Kwast "Understanding cultures" 1992

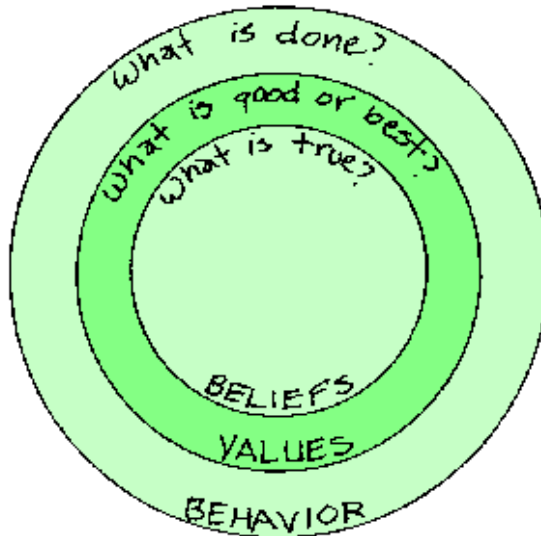


Viewing cultures as successively deeper levels of understanding



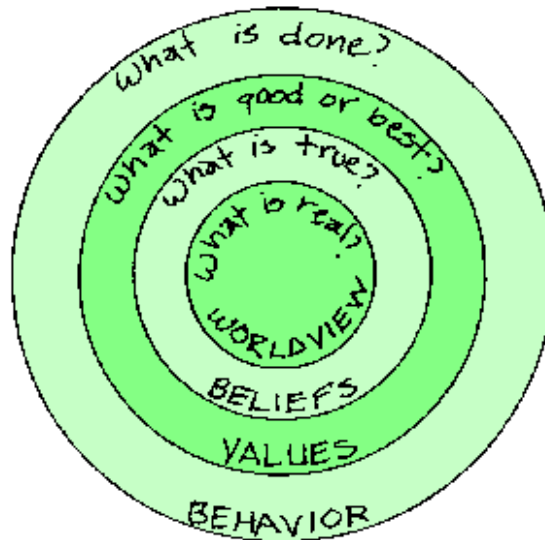
Lloyd Kwast "Understanding cultures" 1992

Viewing cultures as successively deeper levels of understanding



Lloyd Kwast "Understanding cultures" 1992

Viewing cultures as successively deeper levels of understanding



Lloyd Kwast "Understanding cultures" 1992



Common features in helping relationships cut across cultures and societies

- ▶ The therapeutic relationship
- ▶ A shared worldview between the client and counselor
- ▶ Client expectations for positive change
- ▶ Interventions believed by both client and counselor to be a means for alleviating client distress



The Three C's: Cross-Cultural Competence



“The ability to think, feel, and act in ways that acknowledge, respect, and build upon ethnic, sociocultural, and linguistic diversity.”



(Lynch and Hanson, 1998)

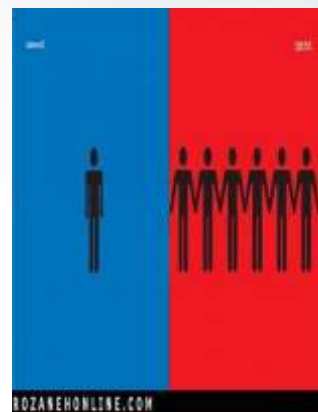
Cultural Competence is.....



► It includes

- An awareness of one's own cultural limitations;
- Recognizes client identities to include individual, group, and universal dimensions
- Openness, appreciation, and respect for cultural differences;
- A view of intercultural interactions as learning opportunities;
- The ability to use cultural resources in interventions; and
- Focuses on multicultural approaches that
 - Localise common values
 - Negotiate and works through cultural differences

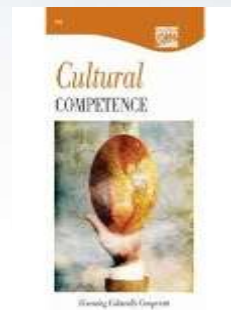
Way of Life



Multicultural Counseling

● Four areas of emphasis:

- 1) Social Systems
- 2) Awareness of Counselors limitations
- 3) Empowerment
- 4) Skills focus



● III : Engaging International Students





Cultural differences affecting acculturation:
Beliefs, communication
•Pre-existing
Psychological/psychiatric
problem which led them
to going abroad

Higher degree of stress/anxiety/depression
due to separation from family
Pressure from home to do well (courses they
may not like) Loss of previous friends/social
life

Financial pressure
Language
Accommodation
Isolation adds to
academic, social and
emotional stress
Ghetto existence

Hurdles faced by students

Rituals which don't make sense to newcomers to Australia

- I am from Malaysia and I still cant understand why Australians ask "How are you" when they really don't want to know. Its so insincere
- I am from Hong Kong and I hate it the way people say Thank You all the time when they don't mean any gratitude
- I am from Syria and I hate the way Australians don't answer me directly when I ask questions like "How much do you earn?"

English people, when speaking, continually use the words *please* and *thank you* in their conversations, and often avoid direct statements. Fromkin and Rodman, 1981




Key to successful adjustment

- Overcoming initial cultural shock
- Recognising differences
- Learning Cross-cultural communication skills
- Getting support
- Self Care



Engaging international students

a) Orientation

Focus on normalising counselling

Associating counselling with wellbeing and improving grades

b) Workshops

Psycho-educational approach

c) Individual Counselling

Oncalls, Special consideration, Emergency, Intake & Return appointments

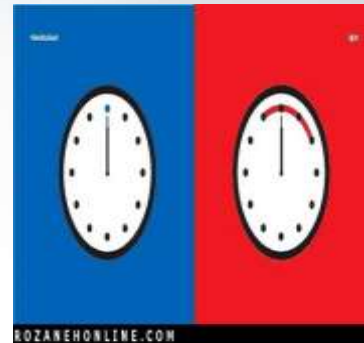


Generic Characteristics of Counseling

- ▶ Standard English
- ▶ Verbal Communication
- ▶ Unstructured (ambiguous)
- ▶ Individual Centered
- ▶ Self Disclosure
- ▶ Focus on insight
- ▶ Cause-effect orientation
- ▶ Focus on Nuclear family
- ▶ Adherence to time schedules
- ▶ Goal setting
- ▶ Distinction between physical, emotional and mental states



Punctuality

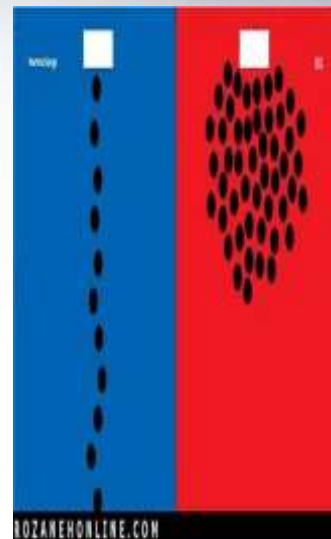


Asian Client

- ▶ Nonstandard English, Bilingual
- ▶ Family centered
- ▶ Restraint of feelings
- ▶ One-way communication from authority figure to person
- ▶ Silence is respect
- ▶ Advice seeking
- ▶ Private versus public display (shame/disgrace/pride)
- ▶ Physical and mental well-being defined differently
- ▶ Extended family
- ▶ Different time perspective
- ▶ Immediate, short-range goals



Queue When Waiting



I don't know much about clients culture – Check in with client – understand

I have some understanding/training --- Check in with client---

Counselling requires respect, rapport and listening to client-- There is no need for an additional cultural model

Counsellors perspective on working with international students

Culture Self Assessment

- ▶ Have I been able to separate what is important to me, and what is important to my client?
- ▶ What do I know about the client's cultural heritage?
- ▶ What is the client's relationship with his/her culture from his/her perspective?
- ▶ What are my stereotypes, beliefs and biases about this culture?
- ▶ Have I incorporated culturally appropriate strategies/techniques with this client?

CULTURAL COMPETENCE AGENCY SELF-ASSESSMENT INSTRUMENT

Process when we may need to check in



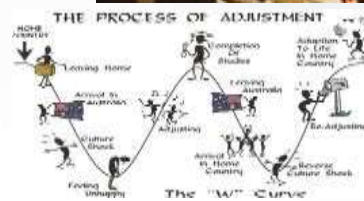
- Initial engagement while establishing trust/respect/safety
- Establishing norms (e/g empowering client to ask questions, explaining counselling process)
- Behaviors/norms we do not understand
- Working through nuances (communication style, usage of words, use of silence)
- Working through individual quirks (verbal/non verbal)



Presenting issues which may need a culturally focused approach



- Transition
- Culture shock
- Social Anxiety
- Sexuality
- Religion
- Trauma



Counselling issues that may need integrated approaches



Presenting Issues Culture shock Stress & anxiety	Presenting Issue: Same Sex relationship
Universal approach Cultural shock orientation & definition Stress management Acculturation Addressing isolation	Universal approach Affirming and strengthening confidence Managing anxiety and self doubt
Culture specific issues Overcoming hierarchy barrier Asking for help Saying No Taking initiative	Culture specific Family Saying No Boundaries

Discussion



► How can we use culturally appropriate interventions to engage international students

► Examples of integrating universal and culture specific approaches?

