

A DEVELOPMENTAL MODEL OF INTERCULTURAL SENSITIVITY

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I. DENIAL OF DIFFERENCE

The inability to construe cultural difference. Indicated by benign stereotyping (well-meant but ignorant or naive observations) and superficial statements of tolerance. May sometimes be accompanied by attribution of deficiency in intelligence or personality to culturally deviant behavior. Tendency to dehumanize outsiders.

1. **Denial/Isolation:** Isolation in homogeneous groups fails to generate either the opportunity or the motivation to construct relevant categories for noticing and interpreting cultural difference.
2. **Denial/Separation:** Intentional separation from cultural difference protects worldview from change by creating the conditions of isolation. Some awareness of cultural difference may yield undifferentiated broad categories, such as "foreigner" or "Asian" or "Black."

Cognitive Structure:

- No categories ("what difference?") or only broad categories for different cultures.

Affective Quality:

- Benign on the surface ("live and let live"), but potentially genocidal when pressed into cross-cultural contact.

Behavioral Emphasis:

- Aggressive ignorance ("I don't need to know"), stress on the familiar.

Exercise Of Power:

- Possibility of exploitation.

At This Stage, Learners Say:

- "Live and let live, that's what I say."
- "All big cities are the same—lots of buildings, too many cars, McDonalds."
- "What I really need to know about is art and music."
- "As long as we all speak the same language, there's no problem."
- "The main concerns I have involve knowing how to get around and ordering in restaurants."
- "With my experience, I can be successful in any culture without any special effort."
- "I never experience culture shock."
- "All I need to know about is politics and history—I can figure out the rest of it as I go along."

Stage Appropriate Intercultural Competencies:

- The ability to gather appropriate information about culture
- The initiative to explore aspects of subjective culture
- Trust, friendliness, cooperation
- The ability to recognize difference