



INTERLOCALITY

Closing event

Increasing post-graduate employability and stay rate of international talents

Learn more about our journey to develop knowledge, tools and content to support international students entering our local labour markets.

Decentration workshop

Connecting perceptions of reality, feelings and values for better intercultural relations.

18/11/2024 – Fontys University of Applied Science (Eindhoven, NL)
by Alessandra Cannizzo and Ousman Drammeh, SEND (Palermo, IT)



Critical Incidents methodology by Margalit Cohen-Emerique



INTRODUCTION

Given the acknowledged relevance of the links between intercultural sensitivity/intelligence and emotional intelligence, as well as the importance of self-awareness in both domains, we propose a powerful self-reflection activity that helps participants to shift the emphasis from the others' behaviours to our own reactions. This interactive workshop – based on the Critical Incidents Methodology developed by the social psychologist Margalit Cohen-Emerique – helps participants to fully experience what cultural glasses are, starting from a reflection on how we perceive reality, experience feelings and embrace values. Indeed, intercultural misunderstandings are often triggered by (mis)perceptions, and the Cohen-Emerique approach outlines the illusion of cultural neutrality, opening up a margin for negotiation and understanding where prejudices are identified and addressed.

3 steps:

1. Decentration
2. Knowledge of the other's cultural framework
3. Negotiation

What is a cultural shock?

Culture shock is an interaction with a person or object from a different culture, set in a specific space and time, which provokes negative or positive cognitive and affective reactions, and often a sensation of loss of reference points that can give rise to uneasiness and anger.

*Margalit Cohen-Emerique (1999). Le choc culturel, méthode de formation et outil de recherche. In: Demorgon, J., Lipiansky, E., M. (eds) Guide de l'interculturel en formation. Paris, Retz. Pp 301-315.
M. Cohen-Emerique (2015). Pour une approche interculturelle en travail social. 2ème édition Rennes, PRESSES EHESP*



The source of the shock

Culture shocks usually occur around “sensitive zones” = cultural domains that are particularly important in someone’s cultural frame of reference (e.g. national, ethnic, age, gender, professional, etc.).

Sensitive zones can vary according to nationality, ethnicity, religion, age, professional culture, political culture, etc. For each of the sensitive zones presented, we associate the value dimensions along which cultures can differ (many dimensions have been identified by researchers Hofstede, Trompenaars and Kluckhohn).

Some sensitive zones	Domains of values
1. RELATIONS BETWEEN GROUPS, DEMOGRAPHIC AND RELIGIOUS COMPOSITIONS OF DIFFERENT SOCIETIES	Groups must be well separated (e.g. caste system) VS differences between groups must be minimized Particular cultural models and heritages must be valued and safeguarded (=multiculturalism, particularism) VS differences must be reduced and similarities emphasized (=universalism)
2. PREJUDICE,CULTURALISATION, DISCRIMINATION	Anticipation of prejudice in others Perception of prejudice one triggers in others Culturalisation and culture blindness – enforcement or denial of cultural factors
3. THINKING, LEARNING STYLE, CONCEPTIONS OF THE WORLD	Tolerance of insecurity/uncertainty vs. avoid uncertainty Materialistic/scientific approach VS transcendental – magical-realistic approach
4. INDIVIDUALISM,COLLECTIVISM, SOCIAL ORGANIZATION	Basic Unit: individual vs. community Traditional / Normative family roles
5. GENDER	Difference in self-presentation, dress codes and communication rules Regulation of interaction and physical separation Roles and power positions
6. HIERARCHY, POWER DISTANCE	Relationship with peers or superiors
7. SELF SHOCK, IDENTITY THREAT	Proximity of identities: tension between separation and identification Inability to perform one's mission
8. RATIONALITY,WORLDVIEWS	Priorities Impact on social roles and gender
9. LIFESTYLE, WORK STYLE	Problem solving approaches: focus on the relationship or activity - problem solving with democratic vs. hierarchical methods Explicit vs. implicit rules of conduct Universalist vs. particularist
10. CODES AND MODELS OF INTERACTION	Direct vs indirect communication Communication rich vs poor in contextual references - formal vs informal.



Yanomani family

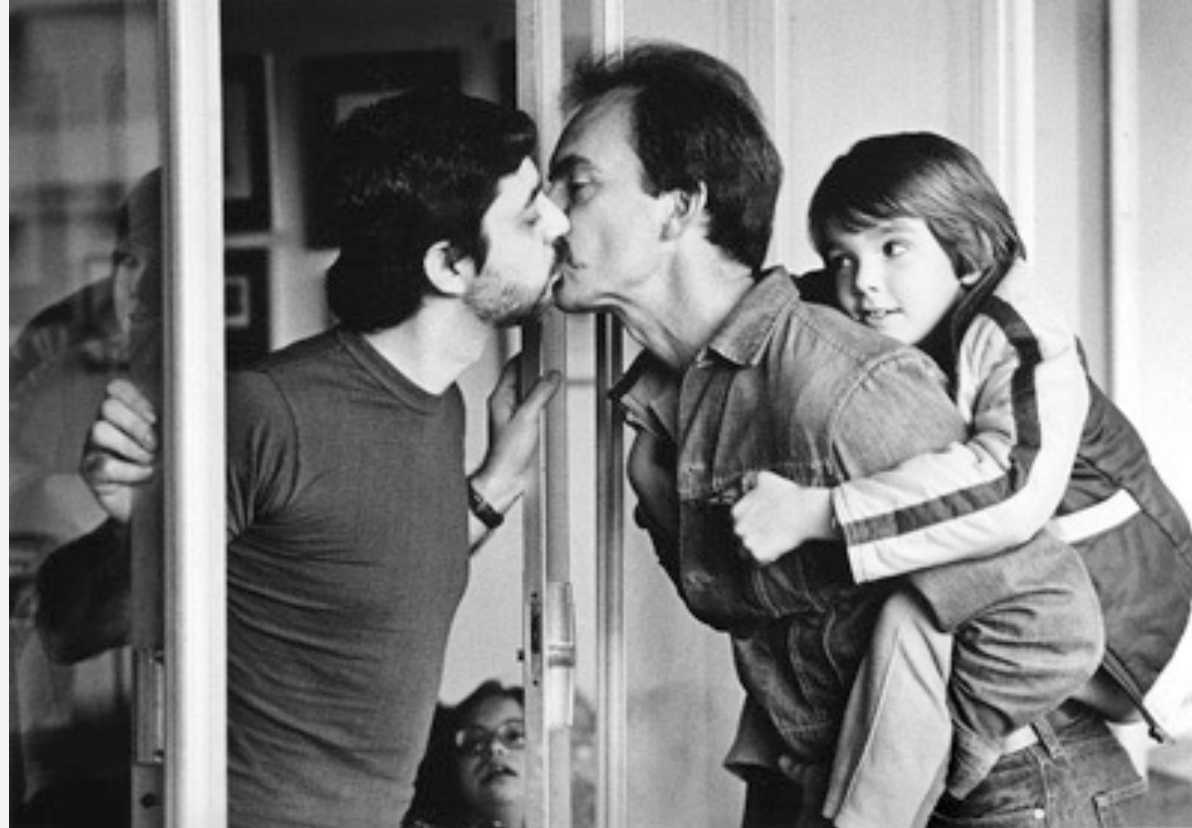
cc <https://survivalinternational.org>



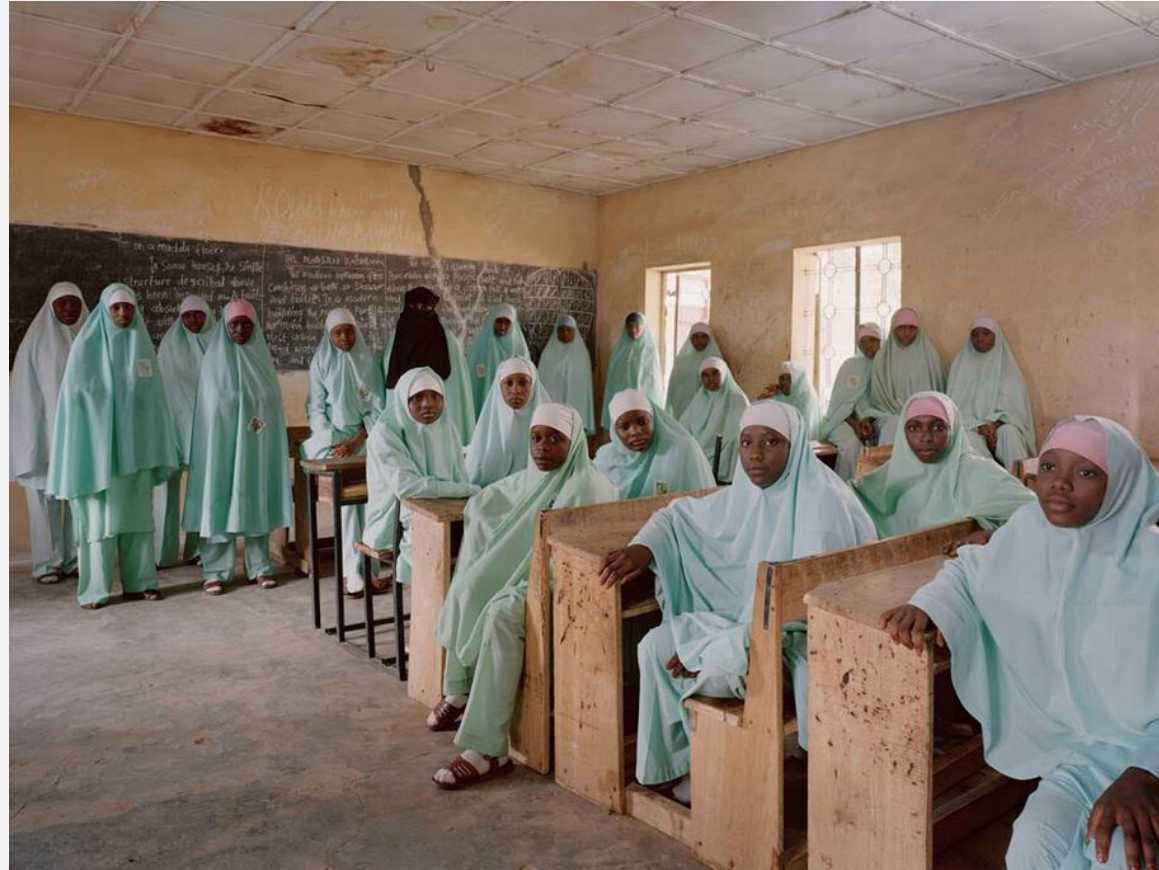
Elinor Carucci for TIME

Evan, who stopped his hormone treatments before trying to get pregnant, chest-feeds his newborn son in their Massachusetts home.

<https://time.com/4475634/trans-man-pregnancy-evan/>



J. Ross Baughman
Gay dads life magazine (1983)



Kulliyatu Turasul Islamic Secondary School, Kano, Nigeria.

Senior Islamic Secondary level 2, social studies. June 26th 2009. From the series «The future is ours» by Julian Germain



Mundari child bathing with urine

Cc National Geographic





Children eating at Mc Donald's

No info on copyright



Familia Diversa

Diane Rodriguez transexual y fernando machado transgenero junto a su hijo

<https://commons.wikimedia.org/w/index.php?curid=66715153> cc. Ceoti



Errichiello (left) at the 2012 London Paralympics

[Australian Paralympic Committee](#)

[https://en.wikipedia.org/wiki/Michelle_Errichiello#/media/File:070912 - Michelle Errichiello - 3b - 2012 Summer Paralympics \(01\).jpg](https://en.wikipedia.org/wiki/Michelle_Errichiello#/media/File:070912_-_Michelle_Errichiello_-_3b_-_2012_Summer_Paralympics_(01).jpg)



Beauty pageant Texas

<https://www.universalroyalty.com/beauty-pageant-photos.html>



Senior couple kissing

No info on copyright

Decentration workshop in 3 steps

1. Walking gallery of images: some photos are hanged on the wall, participants are asked to walk around and to stop in correspondence of the image that causes the strongest feeling (no matter if positive or negative).
2. Reflection in small groups on the selected image. Participants group up according to the chosen images and they are asked to: 1. write an objective description of the image, 2. list the feelings experienced by all group members, 3. Associate the feelings to the values underlying them.
3. Debriefing. One representant per each group reports the main outputs of the brainstorming and the facilitators moderate the discussion in plenary.



Collection of critical incidents in different domains (EU projects)

Adult education → project BODY www.bodyproject.eu

Childhood education → project BODI www.bodi-project.eu

Healthcare sector → project Healthy Diversity www.healthydiversity.eu



INTERLOCALITY

Closing event

Increasing post-graduate employability and stay rate of international talents

Learn more about our journey to develop knowledge, tools and content to support international students entering our local labour markets.

Thank you for your participation!

Alessandra and Ousman
cannizzo@sendsicilia.it
drammeh@sendsicilia.it

The SEND logo, with the word "SEND" in a bold, green, sans-serif font. The letter "D" is stylized with a blue play button icon inside its right vertical stroke.

SEND

Via Roma 194
90133 Palermo
tel. & fax +39 091 6172420
P.I. 05594610825
www.sendsicilia.it
info@sendsicilia.it