

Intercultural Communication

Language

English

Course content and objectives

As individuals, we encounter multiculturalism every day. In our globalized world, cultural differences are ever-present, yet we often struggle to fully recognize and understand their complexity. Intercultural communication is essential for building meaningful relationships and advancing toward more inclusive and mindful interactions.

This course explores how culture shapes the way we speak, listen and interpret others. Students will reflect on their own cultural identity and learn to navigate differences. Through theory and practice, they will build empathy, flexibility and openness.

The main topics covered in the course will include:

- Intercultural communication: exploring the cultural iceberg
- moving from prejudice to perception
- stereotypes: how they influence our communication
- communication differences across cultures
- channels of communication: verbal, nonverbal, and paraverbal
- the axioms of human communication
- message and intention: how to distinguish them?
- the role of emotions in intercultural communication
- practicing active listening and cultural empathy

Educational material provided:

Bibliography / webliography, slides.

Teaching mode:

It will be possible to participate in the course exclusively in synchronous classroom mode (in presence).

Final test:

The final test of the course will consist of multiple-choice test that can be taken in presence only. Participants have to attend at least 3 out of the 4 sessions to be allowed to take the test.

Faculty for the course

Tania Paradiso, a graduate in Intercultural Communication, is a trainer, facilitator, and certified ICF coach specializing in communication, public speaking, emotional intelligence, DE&I and managerial development. She collaborates with multinational companies and universities in Italy and abroad, designing and delivering behavioral training programs. As a consultant for Otherwise, she supports professionals and teams in their development and she is part of a specialized Public Speaking team that prepares speakers for TEDx events. Her experiences have fueled her passion for personal growth and cultural diversity, shaping her attentive and change-oriented approach.