**ALL-IN Training fiche**

| **Title** |  | Intercultural communication: Addressing discrimination against migrants and ethnics communities |
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| **Keywords** |  | Intercultural Communication, Discrimination, Migrants, Ethnic Communities, Cultural Competence |
| **Provided by** |  | Solution : Solidarité & Inclusion |
| **Language** |  | English |
| **Objectives / Learning outcomes** |  | In this module, you will learn:   * Explore how culture influences communication and intercultural interactions. * Identify and analyse discrimination faced by migrants and ethnic communities. * Develop strategies to promote inclusion and reduce discrimination using practical approaches and legal frameworks. |
| **Description** |  | This module focuses on intercultural communication and tackling discrimination against migrants and ethnic communities. It examines the impact of culture on communication, types of discrimination, and their causes. Learners will acquire strategies for promoting inclusion and cultural competence, gaining practical skills to foster inclusivity and address discrimination. |
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| **Content developed** |  | **Module: Intercultural communication: Addressing discrimination against migrants and ethnics communities**  **Unity 1: Intercultural communication fundamentals**  **Section 1.1. Key Concepts in Intercultural Communication**  Intercultural communication concerns interactions between people from different cultures. In order to improve this communication, it is essential to understand key concepts such as culture, cultural norms, values and communication styles.   1. **Culture :** according to UNESCO, culture is “the set of distinctive features that define a social group”, including spiritual, material, intellectual and emotional aspects. These elements profoundly shape our interactions and the way we communicate. 2. **Cultural norms:** This refers to the expectations and behaviours accepted in a specific culture. For example, some cultures value the open expression of emotions, while others prefer emotional reserve. Cultural norms guide everyday behaviour and social interactions. 3. **Values:** They define what is considered important in a culture. Values influence people's priorities and behaviours. For example, some cultures emphasise professional success and independence, while others value family solidarity and respect for elders. 4. **Communication styles:** Communication styles vary from one culture to another. Some are more direct, while others are more indirect. For example, in some cultures, explicit communication is preferred to avoid ambiguity, while in others, a subtle approach is preferred to maintain harmony. Furthermore, technology and digital environments have had a considerable impact on communication styles. For instance, emojis, which bridge language barriers, can also be a source of confusion due to cultural differences: what is seen as positive in one culture may be dismissive or impolite in another, illustrating the complexity of digital communication.   In Europe, where migration has introduced great cultural diversity, understanding these concepts is essential to avoid misunderstandings. To improve intercultural communication, it is important to adapt communication styles, develop active listening and empathy skills, and value cultural differences. Incorporating these practices helps to create a more inclusive and harmonious environment, reducing conflict and strengthening intercultural relations.  **Section 1.2. Understanding Cultural Identity and Perception**  Culture shapes not only the way people communicate, but also their perception of the world around them. Every individual has a cultural identity composed of several layers: ethnic origin, religious beliefs, language, values and even personal background. Such identities are not static, but evolve with time and experience, especially for migrants, who often have to integrate elements of the host culture into their own identity.  Thus, cultural perception is influenced by this identity and can lead to misunderstandings in intercultural exchanges. For instance, behaviour deemed acceptable in one culture may be perceived as impolite or inappropriate in another. In his study, Pierre Salama points out that migrants are often victims of perceptual bias, judged on the basis of negative stereotypes linked to their origin rather than their individuality. These biases are evident in practices such as hiring managers prioritizing local-sounding names and the media's tendency to amplify negative portrayals of migrants, reinforcing discrimination in daily life. Such stereotypes can lead to implicit discrimination, affecting access to employment, housing or social services.  To improve intercultural communication, it is crucial to be aware of these perceptual biases and to develop empathy skills. This means recognizing that each individual has a unique and distinct identity, and that perceptions of behaviours, expressions and gestures can vary from one culture to another. Adopting a reflective approach is the key to overcoming these challenges, by examining our own prejudices and putting ourselves in the other person's shoes to better understand their reactions and expectations.  Lastly, in an increasingly culturally diverse European context, recognition of the importance of cultural identity and the ability to adjust one's perception of it are crucial to creating inclusive and respectful environments. Learning to navigate between these different cultural identities helps to avoid misunderstandings and strengthen relations between migrant and host communities.  **Section 1.3. Barriers to Effective Intercultural Communication** Intercultural communication tends to be hampered by a series of barriers that make exchanges difficult and lead to misunderstandings. These obstacles are especially marked when cultural differences are significant and poorly understood. The key barriers to intercultural communication are as follows:   * **Language :** One of the most important barriers is language. Migrants who are not fluent in the host country's language may feel excluded from important discussions or misunderstood. This can affect their access to essential services such as employment, healthcare and education. The inability to express themselves properly can also reinforce their sense of marginalisation. * **Ethnocentrism:** it describes the tendency to judge other cultures by the standards of our own culture. This attitude often leads to negative stereotyping and discriminatory behaviour. When the cultural practices of migrants differ from those of the majority, they may be perceived as maladjusted or out-of-the mainstream, even if these practices are normal and valued in their own culture. * **Intercultural mistrust or anxiety:** It arises when individuals feel uncomfortable or uncertain in their interactions with people from another culture. This can make communication less open, and both parties may prefer to avoid exchanges or conflicts. This lack of direct communication can reinforce misunderstandings and divisions. * **Non-verbal communication:** over 80% of communication is non-verbal and includes gestures, facial expressions and body language, such as postures or clothing choices, which vary considerably from one culture to another and may sometimes lead to misunderstandings. What is perceived as respectful in one culture may be misinterpreted in another. For instance, the two-finger “V” gesture of victory is a symbol of peace or success in some countries, but in Ireland, Australia, New Zealand and the UK, it's considered the equivalent of the middle finger. In digital environments, emojis and reaction GIFs are new forms of non-verbal communication, but they are also subject to cultural misinterpretation. * **Resistance to Change**: Both Local and migrant communities may sometimes show strong resistance to change, especially when it comes to accepting new cultural norms or external influences. This resistance is often fuelled by a fear of losing their cultural identity, or by a lack of familiarity with the other culture. This can slow down inclusion processes and make exchanges more tense.   In order to strengthen intercultural communication and respond effectively to these challenges, many strategies can be integrated into everyday interactions, enabling both organisations and individuals to overcome communication barriers, improve intercultural exchanges and contribute to more cohesive and inclusive environments. In this way, diversity is seen as a valuable asset to be exploited, rather than a threat.  **Develop active listening skills:** Paying attention to what the other person is saying without passing immediate judgement helps us to better understand different perspectives and reduce misunderstandings.  **Empathise:** Putting yourself in the other person's shoes to understand their experiences and challenges helps build stronger bonds and overcome emotional barriers.  **Adapt communication:** Depending on the cultural context, it may be necessary to adjust the way you communicate, by being more direct or indirect, according to the cultural norms of your interlocutor.  **Acknowledge and combat ethnocentrism:** It's important to be aware of your own prejudices, and to make the effort to adopt a more open and curious attitude towards cultural differences.  Raise awareness of non-verbal communication: Learning to understand and respect differences in non-verbal communication can avoid misunderstandings and unnecessary tensions.  **Support change:** Encouraging the gradual adoption of new cultural practices and fostering open dialogue can reduce resistance to change and accelerate the inclusion of migrants.  **Unity 2: Discrimination: Types, causes and effects**  **Section 2.1. Types of Discrimination Faced by Migrants and Ethnic Communities**  In Europe, migrants and ethnic minorities face various forms of discrimination that hinder their integration into host societies. Their access to employment, housing, education and public services is significantly affected. The following is an overview of the main categories of discrimination:  1. Direct discrimination:  It occurs when migrants are treated unfavourably because of characteristics such as skin colour, ethnic origin or other physical attributes. This type of discrimination is often explicit and occurs in everyday interactions, directly impacting the opportunities of the individuals concerned.  2. Indirect discrimination :  It arises when policies or rules that appear neutral at first glance actually disadvantage migrants. Although these measures do not explicitly target a particular group, they create inequalities in access to essential resources, thereby creating barriers for ethnic minorities.  3. Structural discrimination :  Deeply rooted in social and economic structures. It leads to systemic inequalities, continuously affecting migrants' access to economic and social resources. This often leads to increased vulnerability to poverty and social exclusion.  4. Institutional discrimination :  It is manifested through rules and practices within public or private institutions that create systemic inequalities for migrants. Even without any malicious intent, these practices can result in individuals being excluded from the available protection and support system.  5. Multiple and intersectional discrimination:  Migrants may be discriminated against on several fronts simultaneously, including on the basis of their gender, ethnic origin or socio-economic status. This intersectionality further complicates their access to fundamental rights and opportunities, exacerbating the challenges they face.  In order to tackle these multiple forms of discrimination effectively, it is crucial to implement inclusive policies and raise awareness of equal rights issues. This involves taking an in-depth look at specific situations and adopting inclusive practices to protect migrants' rights. In this way, only a proactive and coordinated approach will ensure their successful integration into European societies.  **Section 2.2. Causes and Impacts of Discrimination**  Discrimination against migrants and minorities in Europe is a multifactorial phenomenon, rooted in deep-rooted historical stereotypes and prejudices. This complex reality manifests itself in misperceptions, often conveyed by the media and political discourse, linking migrants with crime, insecurity or unfair competition on the labour market. These biased views are reinforced by populist discourse, which, by exploiting the fear of change and the unknown, polarises societies and exacerbates tensions. In addition, a lack of positive interaction between different cultures and communities can fuel unfounded fears, leading to widespread mistrust that hinders the integration of migrants and minorities.  The impact of this discrimination is multifaceted, affecting both individuals and society as a whole. In economic terms, migrants can face numerous barriers to accessing employment, lower wages and precarious working conditions. These inequalities contribute to the fragmentation of the labour market, where migrant workers are often confined to low-paid jobs, despite their skills and qualifications. This has significant social costs, such as increased use of health and social services, often exacerbated by limited access to care due to stigma and prejudice.  On a personal level, discrimination has a serious impact on the mental health and well-being of migrants, leading to feelings of isolation, frustration and depression. Moreover, the effects of this social exclusion can be passed on to subsequent generations, creating a cycle of poverty and marginalisation that becomes difficult to break. In short, understanding the causes and effects of discrimination is essential to developing appropriate and effective policies. Tackling prejudice, educating people about diversity and promoting inclusion are not only ethical imperatives, but also sine qua non conditions for building cohesive, equitable and dynamic societies. It is by promoting inclusion and valuing the contributions of migrants that progress can truly be made towards real equality and shared prosperity for the benefit of all.  **Section 2.3. The Role of Media and Public Discourse**  Media have a considerable influence on shaping perceptions and attitudes towards migrants and minorities. Depending on the choice of topics, the way in which information is presented and the tone used, the media can either reinforce or attenuate stereotypes and discriminatory discourse. A large number of news reports often favour sensationalist stories that feed fears and prejudices about migrants, portraying them as ‘invaders’ or ‘threats’ to national identity. This representation helps to create a climate of mistrust and rejection, shaping public attitudes and reinforcing anti-immigration policies.  Parallel to this, media also have the potential to act as a powerful agent of social change. Balanced and thoughtful reporting can raise awareness of the realities faced by migrants, highlighting their difficulties and their positive contributions to society. By sharing stories of success, resilience and integration, the media play a vital role in combating discrimination and promoting a more nuanced view of immigration. A comparative study by **the International Organisation for Migration (IOM), published in the report The Role of Media Narratives in Shaping Public Opinion Toward Refugees**, found that media narratives that humanise migrants foster a more welcoming attitude and a better understanding of their needs and aspirations. This study highlights the positive impact of empathetic media coverage on public opinion.  Public discourse, often shaped by media coverage, has significant implications for public policy. When the media promote inclusive and supportive narratives, decision-makers can be encouraged to adopt pro-migrant measures. On the other hand, stigmatising language can reinforce discriminatory policies and exclusionary practices. It is therefore crucial that the media assume a responsible approach in their reporting, avoiding negative stereotypes and promoting respectful and constructive dialogue within society. These reflections highlight the importance of a media ethic that aims to educate the public, promote empathy and combat narratives of hatred and division.  **Unity 3: Strategies and actions to fight discrimination**  **Section 3.1. Legal and Policy Frameworks**  Understanding the legal and policy frameworks that protect migrants and ethnic communities is key to effectively combating discrimination and fostering inclusive environments. But what exactly are these frameworks, and how do they work in practice?  On an international level, various treaties and conventions establish fundamental rights that all individuals are entitled to, regardless of their race, nationality, or immigration status. These include:   * **The Universal Declaration of Human Rights (UDHR)**: Adopted by the United Nations in 1948, the UDHR lays out the basic rights and freedoms to which all human beings are entitled. It’s a foundational document that has influenced numerous international treaties and national constitutions, asserting that “all human beings are born free and equal in dignity and rights.” * **The International Convention on the Elimination of All Forms of Racial Discrimination (ICERD)**: This treaty, adopted in 1965, specifically addresses the issue of racial discrimination. It obliges signatory countries to take measures to eliminate racial discrimination in all its forms and to promote understanding among all races. ICERD is crucial because it provides a legal framework for countries to combat racial discrimination and offers a mechanism for individuals to bring complaints about violations of their rights. * **The International Covenant on Civil and Political Rights (ICCPR)**: This 1966 treaty ensures the protection of civil and political rights without discrimination. It mandates that all individuals are equal before the law and entitled to equal protection without any discrimination.   These international frameworks provide a universal standard for human rights that countries are expected to uphold. They are powerful tools for advocating against discrimination and promoting equality on a global scale.  Moreover, in Europe, the protection of migrants and ethnic communities is further strengthened by a robust legal framework that operates at the European Union level. A cornerstone of this framework is the **Race and Ethnicity Equality Directive 2000/43/EC**. This directive is a key piece of EU legislation that implements the principle of equal treatment between persons irrespective of racial or ethnic origin. It is designed to combat discrimination in various areas, including employment, education, social protection, and access to goods and services. The directive obliges EU member states to prohibit direct and indirect discrimination, as well as harassment and victimisation, on the grounds of race or ethnic origin. It also requires member states to establish bodies for the promotion of equal treatment and to provide effective legal remedies for individuals who experience discrimination. This directive is particularly significant because it sets a high standard for anti-discrimination laws across the EU, ensuring that all member states adopt similar protections.  Additionally, the **Charter of Fundamental Rights of the European Union** enshrines the prohibition of discrimination based on race, ethnic origin, religion, or belief, further embedding these principles into EU law.  Finally at the national level, many countries have enacted national laws specifically aimed at preventing discrimination based on race, ethnicity, and national origin. These laws typically provide protections in areas such as employment, education, housing, and access to services. For example, in France, there is the **Law No. 2008-496 of 27 May 2008**, which adapts French law to EU directives on anti-discrimination such as the previously mentioned Directive.  Ultimately, the effectiveness of legal and policy frameworks depends on how well they are understood and implemented. This is why it’s so important for those involved in intercultural communication to be familiar with these frameworks and to actively work to ensure that they are accessible to everyone. By promoting clear, culturally sensitive communication, we can help bridge the gap between the law and the people it is meant to protect. We can make sure that migrants and ethnic communities not only know their rights but also feel empowered to exercise them.  **Section 3.2. Promoting Inclusion and Cultural Competence**  In today’s increasingly diverse world, promoting inclusion and cultural competence is essential for creating environments where all individuals, regardless of their background, feel valued, respected, and able to contribute meaningfully. This is particularly important in the context of intercultural communication, where interactions between people from different cultural, ethnic, and migrant backgrounds are common.  Fostering inclusion and cultural competence not only enhances communication but also mitigates discrimination and bias.  For instance, in France, a hospital in Marseille introduced cultural competence training for its staff to improve interactions with migrant patients, including an understanding of cultural attitudes to healthcare, such as preferences for family involvement in medical decisions and gender-specific treatment considerations.  When we talk about inclusion, we’re talking about more than just being open to different cultures. It’s about actively working to remove barriers that prevent certain groups from being fully integrated into society. Whether these barriers are social, economic, or institutional, promoting inclusion means taking deliberate steps to dismantle them and make sure that everyone, regardless of their background, has the chance to thrive.  Moreover, cultural competence is all about understanding, respecting, and effectively interacting with people from different cultures. It’s a skill that’s crucial in today’s multicultural societies, especially when dealing with issues related to migration and ethnicity. Being culturally competent means more than just being aware of cultural differences. It involves understanding the values, beliefs, and practices of different cultures, and recognizing how these can affect interactions. It’s about being open to learning from others and being mindful of how your own cultural background influences your perceptions and actions. In practice, cultural competence allows us to communicate more effectively across cultures, reduce misunderstandings, and build stronger, more respectful relationships.  Here are some strategies for promoting inclusion and building cultural competence:   1. **Practise active listening**: One of the most powerful things you can do is listen to the experiences of people from different cultural backgrounds. By understanding their perspectives, you can become more aware of the challenges they face and better equipped to support them. 2. **Create safe and inclusive spaces**: Whether it’s in the workplace, in schools, or in community groups, work to create spaces where everyone feels they belong. This means not just inviting people to the table, but making sure they have a voice and that their contributions are valued. 3. **Challenge stereotypes and biases**: We all have biases, whether we’re aware of them or not. Part of promoting inclusion is recognizing these biases and actively working to challenge them. This means questioning stereotypes, being mindful of language, and making a conscious effort to treat everyone with fairness and respect 4. **Encourage inclusive behaviour**: Inclusion starts with us. By modelling inclusive behaviour—whether in the way we speak, act, or make decisions—we can inspire others to do the same. This could be as simple as acknowledging and celebrating different cultural holidays, or as complex as advocating for policies that promote diversity and equity.   By actively promoting inclusion and cultural competence, we can build stronger, more resilient communities that are equipped to address the challenges of discrimination and bias. This not only benefits migrants and ethnic communities but enriches society as a whole, fostering greater understanding, collaboration, and mutual respect  **Section 3.3. Building Allyship and Advocacy Networks**  When it comes to standing up against discrimination, especially against migrants and ethnic communities, allyship and advocacy are incredibly powerful tools. But what do these terms really mean, and how can they make a difference? In the context of intercultural communication, building strong allyship and advocacy networks can significantly amplify the voices of marginalised groups, promote understanding, and foster meaningful change.  Firstly, allyship involves individuals from privileged or dominant groups actively supporting and advocating for those who are marginalised. For migrants and ethnic communities, having allies means having people who not only empathise but also take action to challenge injustices and promote inclusion. Being an ally is not just about understanding or saying the right things—it's about doing the work. It involves listening to the experiences of migrants and ethnic minorities, understanding the unique challenges they face, and using your own voice and influence to help break down barriers. In the context of intercultural communication, effective allyship can help bridge cultural gaps, reduce misunderstandings, and create more inclusive environments where everyone feels valued.  Secondly, advocacy networks consist of individuals, organisations, and groups working together to advance the rights and interests of marginalised communities. These networks are vital in addressing systemic discrimination and ensuring that the concerns of migrants and ethnic communities are heard and addressed at multiple levels. In terms of intercultural communication, advocacy networks play a key role. They create platforms where different cultural groups can come together, share their experiences, and work towards common objectives. By doing so, they not only help to combat discrimination but also foster a deeper understanding between cultures.  So here are some strategies for building allyship and advocacy networks:   1. **Educate yourself**: Start by learning about the challenges that migrants and ethnic communities face. This isn’t just about reading articles or attending workshops—though those help—but also about engaging with the communities themselves, listening to their stories, and understanding their perspectives. 2. **Create collaborative spaces for dialogue:** One of the most effective ways to foster understanding is to create spaces where people from different backgrounds can come together and talk. This could be anything from community forums to informal gatherings. The key is to ensure that everyone feels safe and respected while sharing their experiences. 3. **Use your voice**: Whether it’s on social media, in a public forum, or just in your everyday life, use your voice to speak out against discrimination. Sometimes, all it takes is one person standing up to inspire others to do the same. 4. **Support cross-cultural collaborations:** Encourage partnerships between different cultural and ethnic groups. These collaborations can lead to more creative solutions and help build a stronger, more united front against discrimination. 5. **Policy advocacy:** Try to influence policies and practices that affect migrants and ethnic communities. This involves engaging with policymakers, participating in public consultations, and advocating for changes that promote equity and inclusion. |
| **Summing up** |  | * Adapt communication styles: Effective intercultural communication requires understanding and adapting to different cultural norms, values, and communication styles to reduce misunderstandings. * Recognize perceptual biases: Awareness of cultural identity and biases, such as stereotypes, is crucial for fostering empathy and creating inclusive environments. * Overcoming barriers: Effective intercultural communication requires addressing barriers such as language differences, ethnocentrism, intercultural mistrust, and varying non-verbal cues. Strategies like active listening, empathy, and adapting communication styles help bridge these gaps and foster inclusive environments. * Types of discrimination**:** Migrants and ethnic minorities face various forms of discrimination, including direct, indirect, structural, institutional, and intersectional discrimination. These barriers limit their access to essential resources and hinder their integration into society. * Causes and impacts of discrimination: Discrimination is fueled by stereotypes, biased media portrayal, and populist discourse, leading to economic and social exclusion. This affects both individuals' well-being and societal cohesion, making it crucial to promote inclusive policies and positive narratives. * The legal and policy frameworks, including international treaties and EU directives, are essential to combating discrimination and protecting the rights of migrants and ethnic communities. |
| **Glossary entries** |  | **Culture**: A set of distinctive features that define a social group, including spiritual, material, intellectual, and emotional aspects, which shape interactions and communication.  **Cultural norms**: Expectations and behaviours accepted within a specific culture that guide social interactions, such as preferences for emotional expression or reserve.  **Ethnocentrism**: The tendency to judge other cultures by the standards of one's own, often leading to stereotypes and discriminatory behaviour.  **Intercultural mistrust**: Discomfort or uncertainty in interactions with people from different cultures, often leading to avoidance and reinforcing misunderstandings.  **Resistance to change**: Reluctance to accept new cultural norms or influences, common in both local and migrant communities, often due to fear of losing cultural identity.  **Direct discrimination**: Unfavourable treatment of individuals based on characteristics like skin colour or ethnic origin, impacting their opportunities and access to resources.  **Indirect discrimination**: When seemingly neutral policies disadvantage certain groups, creating unequal access to resources and opportunities for migrants and ethnic minorities.  **Institutional discrimination**: Systemic inequalities created by practices within institutions, unintentionally excluding migrants from protection and support systems  **Intersectionality**: A framework for understanding how various social identities (e.g., race, gender, class) intersect and contribute to unique experiences of discrimination and privilege.  **Cultural Awareness**: Recognition and understanding of the differences and similarities between cultures, which can inform interactions and reduce bias.  **Migrant and ethnic community:** A group of people who have relocated from one country to another (migrants) or who share a common cultural, racial, or national background (ethnic community). These communities often maintain cultural practices, languages, and traditions from their country of origin while integrating into the broader society of their new country.  **United Nations:** An international organisation founded in 1945, consisting of 193 member states, aimed at promoting global peace, security, human rights, and development. The UN facilitates cooperation on international issues such as conflict resolution, humanitarian aid, and sustainable development through its various agencies and programs.  **European Union:** A political and economic union of 27 European countries that collaborate on issues such as trade, law, security, and environmental policy. The EU operates through a system of supranational institutions and intergovernmental negotiations, aiming to promote economic integration, peace, and cooperation among its member states.  **International Convention:** A formal agreement between countries, typically negotiated under the auspices of international organisations, that establishes legally binding rules or standards on specific issues. Once signed and ratified, participating countries commit to adhering to the convention's terms.  **European Directive :** A type of legal act issued by the European Union that sets out goals all member states must achieve. However, it allows each country the flexibility to decide how to implement the directive within their national laws.  **Cultural competence:** The ability to understand, respect, and effectively interact with people from diverse cultural backgrounds. It involves being aware of one's own cultural perspective, gaining knowledge about different cultures, and adapting behaviours to support cross-cultural communication and inclusivity.  **Allyship:** The active and intentional support of marginalised or underrepresented groups by individuals who are not part of those groups. Allyship involves using one's privilege to advocate for and amplify the voices of others, promoting equality and inclusion.  **Advocacy:** The act of supporting, promoting, or arguing in favour of a cause, policy, or the rights of individuals or groups. Advocacy aims to influence public opinion, policy decisions, or laws to bring about social, political, or legal change. |
| **Multiple-choice questions** (at least 5 tests) |  | **Question 1. What is the main purpose of understanding cultural identity in intercultural communication?**  Option a: To enforce cultural norms across all interactions.  Option b: To recognize and respect the unique perspectives of others.  Option c: To ensure uniformity in communication styles.  Option d: To prioritize one’s own cultural values over others.  **Correct option: b) To recognize and respect the unique perspectives of others.**  **Question 2.How can media reporting contribute to the perception of migrants in society?**  Option a: By promoting only positive stories without any context  Option b: By reinforcing stereotypes and creating a climate of mistrust  Option c: By ignoring the topic of migration altogether  Option d: By only focusing on economic contributions of migrants  **Correct option: B) By reinforcing stereotypes and creating a climate of mistrust**  **Question 3. According to the International Organisation for Migration (IOM), how does humanising media narratives affect public opinion toward refugees?**  Option a: It has no significant effect  Option b: It fosters a more welcoming attitude and better understanding  Option c: It increases the number of negative stereotypes  Option d: It creates confusion about migrant issues  **Correct option: B) It fosters a more welcoming attitude and better understanding**  **Question 4. What does promoting cultural competence primarily involve?**  Option a: Learning multiple languages  Option b: Creating separate spaces for different cultural groups  Option c: Understanding, respecting, and effectively interacting with people from different cultures  Option d: Limiting interactions with people from other cultures to avoid misunderstandings  **Correct option: C) Understanding, respecting, and effectively interacting with people from different cultures**  **Question 5. What is the main purpose of the Race and Ethnicity Equality Directive 2000/43/EC in the European Union?**  Option a: To promote free trade among EU countries  Option b: To ensure equal treatment and combat discrimination based on race or ethnic origin  Option c: To provide funding for education programs  Option d: To support environmental protection policies  **Correct option: B) To ensure equal treatment and combat discrimination based on race or ethnic origin** |
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Unity 1 :

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