

The following bibliography includes books and other literature related to the topic of intercultural communication. Given my business background, I have concentrated on the intercultural communications needed while doing business on the global scale.

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Assante, Miike, and Yin. *The Global Intercultural Communication Reader*. New York: Routledge, 2007.

This book is a comprehensive anthology that analyzes the diverse ways of communicating in different cultures, incorporating African and Asian ways along with Western perspectives. This writing features twenty readings by prominent intercultural scholars. Intercultural communication seeks to understand communication patterns across boundaries and aims to promote positive relations between different cultures and nations.

Chaney, Lillian & Martin, Jeanette. *Global Business Etiquette: a Guide to International Communication and Customs*. Westport, CT: Greenwood Publishing, 2006.

The art of cross-cultural communication is what is called for by executives, managers, and front-line employees as more and more businesses “go global”. International travel is expected to increase for many years to come as businesses small and large work to penetrate new international markets. In order to avoid embarrassment when doing business abroad and to ensure one’s knowledge of the subtleties that will create a long term and profitable relationship, *Global Business Etiquette* will provide the understanding necessary. Customs, tips, and interpretations are all included to allow one to master the nuances of international communication.

Chaney, Lillian & Martin, Jeanette. *Intercultural Business Communication*, 4th ed. New York: Prentice Hall, 2005.

This book aims to prepare business people to compete in a multinational arena by managing international and domestic diversity. Topics covered include: cultural shock; language; oral and non-verbal communication patterns; written communication patterns; global etiquette; business and social customs; intercultural negotiations process and strategies; and laws affecting international business and travel.

Chhokar, Brodbeck, and House, *Cultural and Leadership Across the World*. Mahwah, NJ: Lawrence Erlbaum, 2007.

This book is the second publication of GLOBE (Global Leadership and Organizational Behavioral Effectiveness) which is a large-scale project on international management research. There are contributions from 18,000 middle managers from 1000 organizations in 62 countries. Included is a focus on how leadership is enacted in different cultures and the pitfalls that arise when attempting to develop universal management theories.

Connerley, Mary & Pedersen, Paul. *Leadership in a Diverse and Multicultural Environment: Developing Awareness, Knowledge, and Skills*. Thousand Oaks, CA: Sage Publications, 2005.

This book reinforces to the reader that no matter how different the culture of a group of people may be, there will be common ground and that no matter how similar groups of people may be culturally, there will always be significant differences. Unrecognized actions and mannerisms can lead to very costly misunderstandings. This book claims to provide its readers with the tool necessary to effectively interact with all individuals. Examples of multicultural awareness, and promoting the embracing of cultural differences, are included in this comprehensive text.

Earley, Ang, and Tan. *CQ: Developing Cultural Intelligence at Work*. Stanford, CA: Stanford UP, 2006.

This book explains how to identify and develop one's Cultural Intelligence, which is an outsider's natural ability to interpret and respond to unfamiliar cultural signals in an appropriate manner. Three core features are distinguished in this writing; the head, which is the ability to discover new information about culture; the heart, which is one's motivation and confidence in dealing with a culture; and the body, which is the capability to adapt actions and behavior so that they are appropriate in a new culture.

Gibson, Robert. *Intercultural Business Communication*. New York: Oxford UP, 2002.

This book offers some clues as to how to deal with difficult moments that might arise when dealing with other cultures in an international setting. The art of communicating effectively is the aim of this text. The author pays attention to the aspects of communication that can help business professionals enhance their chances of clinching a "deal" in the international market. The definition of Intercultural Communication is presented, as well as the factors of importance such as time, space, and styles. A comparison to one's own culture and how to

train people to develop intercultural skills are also included in this book.

Gundling, Ernest. *Working Globesmart : 12 People Skills for Doing Business Across Borders*. Boston, MA: Intercultural Press, 2003.

This book presents a global model of interpersonal, group, and organizational people skills. The author presents a list of 12 required skills, from establishing credibility to building global teamwork to managing change. Case studies and examples for both flawed and effective approaches are given to enforce the case for why the skills provided are important. Helpful hints are provided that will assist in doing business in countries that include Germany, Russia, China, and Japan.

Hampden-Turner, Charles. *Riding the Waves of Culture: Understanding Cultural Diversity in Global Business*. New York: McGraw-Hill Professional, 1998.

In order to adapt to the local characteristics, sociopolitical regime, and cultural systems, *Riding The waves of Culture* will provide the skills and sensitivity necessary to manage effectively across cultural borders. This revised edition includes the success stories as well as failures of many large multinational corporations such as Heineken and Motorola. Charts, graphs, and examples have been included in this text to provide a visual understanding of global management.

Moran, Harris, & Moran. *Managing Cultural Differences : Global Leadership Strategies for the 21st Century*, 7th Edition. Burlington, MA: Elsevier, Inc., 2007.

This book provides an updated structure and content that includes issues related to terrorism and state security and how those issues affect culture and business. Region and country descriptions, demographic data, graphs, and maps are used to zero in on culture as the crucial dimension in doing business abroad. Educated individuals, who have read this book, will be better prepared to successfully work for a multinational corporation.

Scarborough, Jack. *The Origins of Cultural Differences and Their Impact on Management*. Westport, CT: Quorum Books, 1998.

The author emphasizes the knowledge one needs regarding how the differences in values, drives behaviors in other cultures. The origins of the different cultures, and the economic, social, physical, and religious forces that have shaped them must be understood. This book, because it traces the antecedents of people's behavior, shows why the different cultures on this planet are different. As a result, suggestions for adjusting to these behaviors is legitimized. The importance of getting along with other people from other cultures is emphasized to ensure that

mutually beneficial goals are met.

Schmidt, Conaway, Easton, & Wardrope. *Communicating Globally: Intercultural Communication and International Business*. Thousand Oaks, CA: Sage Publications, 2007.

This book provides students with an awareness of the views present in the diverse world and insight toward overcoming cultural differences. *Communicating Globally* supplements one's needs in the fields of cosmopolitan communication, global leadership, and cultural synergy. The cultural themes and patterns and emerging trends are examined by the region of the world. A regional resource guide is included.

Trompenaars, Fons & Hampden-Turner, Charles. *Riding the Waves of Culture*. New York: McGraw-Hill, 1998.

Adapting to the fiscal regime, sociopolitical environment, and cultural systems will continue to challenge those in business as overseas opportunities continue to be explored. International cultural awareness must be established to provide management effectiveness across cultural borders. This book describes successful and failed cross-cultural business transactions, offers techniques to anticipate difficult dilemmas, offers country-by-country charts and examples of approaches that will be accepted by different cultures.

Trompenaars, Fons & Hampden, Charles. *Managing People Across Cultures*, West Essex: Capstone, 2004.

This book shows the reader the value of people in the organizations of the world today. It focuses on the need for Human Resource Management (HRM) and the future direction for HRM. The authors state what HRM must do to stay relevant in business. Entrepreneurship and innovation must be embraced to ensure that effective and motivated employees continue to learn and discover. The functional barriers must be removed to allow ideas to be turned to actions.

Walker, Walker, Schmitz, Schmitz, & Brake. *Doing Business Internationally: The Guide to Cross-cultural Success*. New York: McGraw-Hill Professional, 2002.

This is a book to be read by every negotiator. It is not written in a technical manner, but is a great tool for managing multicultural organizations. The text has been revised to include new material not available in the first edition. The revolutionary Cultural Orientations Inventory (COI) is introduced, which is a unique way to identify critical skills gaps and to change styles and practices to improve performance and effectiveness in the international business arena.

Working with Harvard University, Columbia University, and AT+T, as well as other organizations and universities that are in the forefront of these studies, new strategies and skills are introduced. Team building and executive development, along with problem solving are the main focus of this book. Tips are included that analyze the handling of business in the six major global regions of the world.