WHY LANGUAGE MATTERS
DOES LANGUAGE MATTER?
HIGH PROFICIENCY FOR ALL STUDY ABROAD STUDENTS IS AN UNREALISTIC GOAL.

But is zero proficiency ever a good idea?
WHERE ARE WE GLOBALLY ON THIS ISSUE?
HOW DID WE GET HERE?

- Geographic/linguistic homogeneity
- Reality that there are English speaking destinations a plenty
- Myth that everyone else speaks English anyway
- Myth that fluency is the only meaningful level of proficiency
OBJECTIVES

1. Demonstrate why it is worth the effort to gain minimal foreign language competency before study abroad, even if the level will not be proficient by usual standards

2. Offer one model [SLCI] for adding minimal survival language component to intercultural competency preparation pre travel
WHY DO WE CARE IF OUR STUDENTS STUDY ABROAD?

- Personal growth
- Develop intercultural competency
  - Change thinking and behavior in multiple cultural contexts
  - Act (perform real tasks in the context)
  - Interact (communicate and engage with native speakers in context)
HOW DO WE KNOW?

- We know that intercultural competency is growing if we develop the ability to modify THINKING and BEHAVIOR appropriately in an intercultural context....
ZERO LANGUAGE SKILLS
ПОКРОВСКИЙ ПАРК
ул. СВЕТЛАНСКАЯ
пл. ЛУГОВАЯ

Возможное падение груза

Опасно
Невентилируемое, ограниченное помещение.
МАКДОНАЛДС
Макдоналдс
ТУАЛЕТ
Туалет
P=R  C=S
ТУРИСТ

- Y = U
- P = R
- I = I
- С = S
AFFECTIVE FILTER
NEURO-SCIENTIFIC FINDINGS

- Anxiety produces fight or flight response
- Affective Filter is activated: defenses up!
- Learning is inhibited
- Attitudes and beliefs are created about the situation or context causing the distress
МАКДОНАЛДС
WHAT COMPONENTS DO YOU NEED FOR SURVIVAL LANGUAGE SKILLS

- **VERBAL SKILLS**
  - Ability to recognize cognates or other linguistic familiarity
  - Basic vocabulary of politeness, yes and no

- **NON-VERBAL SKILLS**
  - Knowledge of cultural norms
  - The script for common situations
HOW MANY GERMAN WORDS DO YOU KNOW?
HOW MUCH GERMAN DO YOU KNOW?

Kindergarten  Oktoberfest  Volkswagen  Gesundheit!
Auto  Tennis  Glas  Bier  Reis  Fisch  Wein  Postkarte  Post
Bank  Bier  Medizin  Hund  Schuh  Radio  Buch  Papier
Blume  Haar  Finger  Arm  Hand  Haus  Maus  Katze
waschen  trinken  bringen  singen  Restaurant  Apfel
Orange  Salat  Banane  Bus  Licht  Pullover  Jacke  Doktor
Pilot  Professor  Karte  Couch  Butter  Cola  lang
intelligent  interessant  blond  braun  Kaffee  Tee  Golf
Garage  Garten  Museum  Oper  Theater  Freund  Taxi
Supermarkt  Apotheke  Drogerie  Delikatessen  Wasser
Vegetarisch  Café  Toilette (WC)  Hotel  .................
BASICS: OR, EVERYTHING I NEED TO KNOW I LEARNED IN KINDERGARTEN

- Guten Tag/Grüβ Gott!
- Numbers 1-100
- Ja
- Bitte
- Nein
- Danke
- Auf Widersehen/Auf Wiederschauen/Tschüβ!
- Entschuldigen Sie!/Entschuldigung!
CEVAPCICI RITTE
KNÖDEL, BITTE!
SENF UND KREN
BACKHENDL, BITTE!
Gulasch-Rüttel
SALAT DAZU?
CULTURAL NORMS
I’M WORKIN’ HERE
WHEN IN AUSTRIA....
LEITUNGSWASSER, BITTE!
IM RESTAURANT: THE SCRIPT

Greeting
Drinks
Food
Quality control
Anything else today?
Paying
Leaving
IM RESTAURANT
TRINKEN

- Wasser
- Leitungswasser
- Cola
- BITTE!
- Bier
- Wein (rot, weiss)
- Apfelsaft g’spritzt
SPEISEKARTE

Hauptgerichte

Wienerschnitzel mit Pommes (Pute oder Schwein)
Backhendl mit Erdäpfelsalat
Bratwurst mit Senf und Kren
Cevapcici mit Pommes und gem. Salat
Schweinsbraten mit Sauerkraut
Rindsgulasch mit Knödel

Vegetarisch

Spinatstrudel
Gemüse Teller (Glutenfrei!)
Bandnudeln mit Broccoli
WAS DARF'S SEIN?
QUALITY CONTROL
QUALITY CONTROL

- Hat’s gepasst?
- Alles in Ordnung?
- Hat’s geschmeckt?
ANYTHING ELSE TODAY?
Anything else?

- Sonst noch einen Wunsch?
- Sonst noch etwas?
- Darf’s sonst noch etwas sein?
WHAT HAPPENS NEXT?
Zahlen, bitte!

- TIP = Number you want them to keep
- 17.50 = 18 bitte
- 7.50 =
- 4.30 =

- Danke!
- AUF WIEDERSEHEN!
TWO PRE-REQUISITES TO DEVELOPING CULTURAL COMPETENCY

- Opportunity to perform real tasks in the context
- Opportunity to interact with native speakers in the cultural context

- In other words: ability to ACT and INTERACT in context
HOW MUCH LINGUISTIC COMPETENCY HAVE WE DEVELOPED?

- Grüß Gott
- Ja
- Nein
- Bitte
- Danke
- Leitungswasser
- Zahlen
- Auf Wiedersehen!
HOW MUCH CULTURAL COMPETENCY HAVE WE DEVELOPED?
SCRIPTS AND STRATEGIES ARE INFINITELY TRANSFERABLE

- Hairdresser
- Supermarket
- Shoe store
- Transportation
Sig. indirect effect

Positive Interaction
Positive emotions

Condition

n.s. direct effect

Overall experience in Graz
Vienna 2017