



**UNIVERSITÀ
DI PARMA**

**DIPARTIMENTO DI DISCIPLINE
UMANISTICHE, SOCIALI E DELLE
IMPRESE CULTURALI**

**RESEARCH DOCTORATE
IN PHILOLOGICAL-LITERARY, HISTORICAL-PHILOSOPHICAL AND ARTISTIC SCIENCES**

DISCIPLINARY/INTERDISCIPLINARY COURSE/LABORATORY

TITLE: SOFT SKILLS FOR INTERCULTURAL COMMUNICATION

INSTRUCTOR: **MICHELE DALOISO**

CFU: 2

SHORT DESCRIPTION:

After briefly introducing the concept of soft skills and the classical approaches to intercultural communication as a field of study, the course aims to develop the capacity of:

1. Reflecting upon the verbal and non-verbal factors that can influence communication in a multicultural setting;
2. Identifying the soft skills which are necessary to interact with people who do not share our cultural and linguistic background;
3. Identifying and deconstruct cultural stereotypes and essentialist visions of culture.

The course consists of online activities (video-lessons and discussion inputs) and a final seminar.

CALENDAR:

- Online activities: November, 2nd – November, 15th
- Seminar: November, 17th from 2:00 to 6:15 pm

SUGGESTED READINGS:

Holliday et al. (2017) *Intercultural Communication. An Advanced Resource Book for Students*, Routledge.