



Language and Intercultural Communication

- Communication is one of the fundamental processes that characterizes human beings and, to varying degrees, all forms of life. It is the act through which individuals or groups exchange information, meanings, and emotions, with the aim of influencing, coordinating, or understanding each other's behaviour. It is not simply the transmission of words: it involves gestures, tones, facial expressions, postures, and even silences. Every aspect of our social life is permeated by forms of communication, from everyday conversations to formal interactions, from street signs to works of art.

Shannon and Weaver Model

Communication is a
fundamental human process

Includes verbal and
nonverbal elements

Present in all social
interactions

Conveys meanings,
emotions, and
intentions

Types of Communication

- Verbal
- Nonverbal
- Paralinguistic
- Visual
- Digital and Mediated

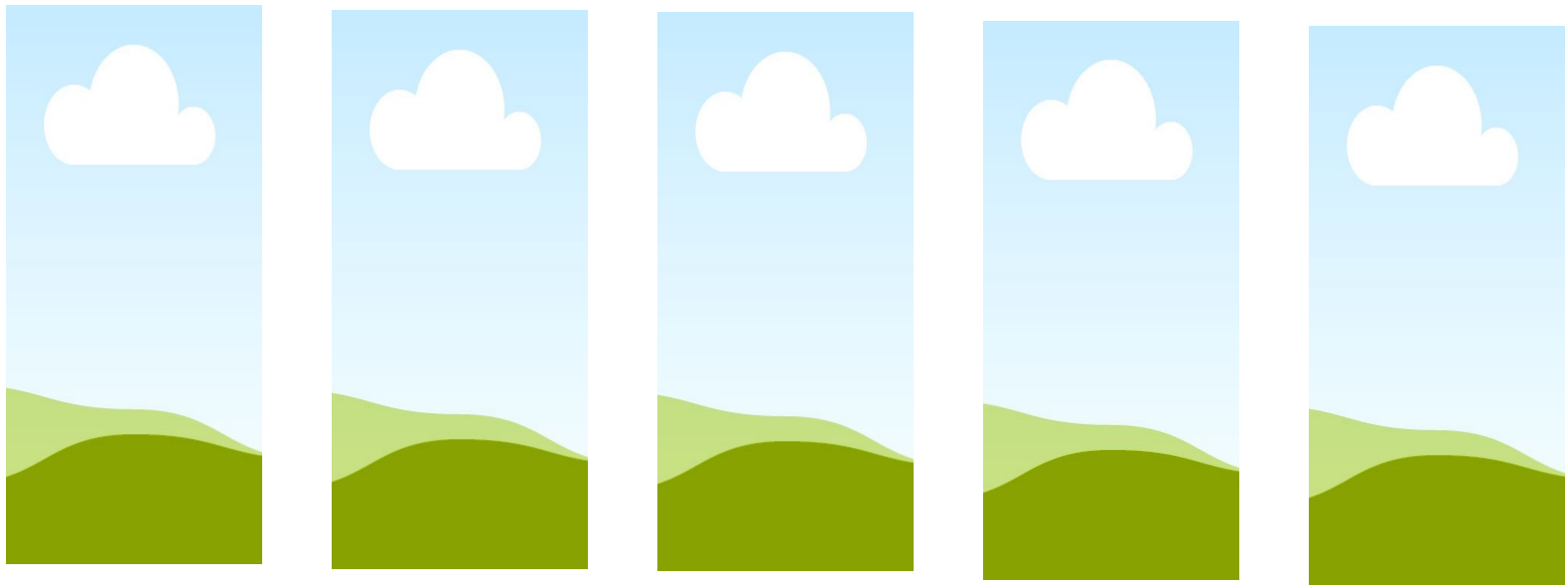
Types of Communication

- Verbal: Use of words, whether spoken or written. It is structured, codified, and follows linguistic rules
- Nonverbal: Includes gestures, facial expressions, posture, eye contact, proxemics (use of space), and tone of voice. It often conveys more emotional information than the words themselves

Types of Communication

- Paralinguistic: Vocal elements that accompany speech, such as intonation, rhythm, and volume
- Visual: Images, symbols, graphics, and visual cues that convey meaning
- Digital and Mediated: Communication through social media, email, chat, and video conferencing, which adds new dynamics (asynchrony, anonymity, speed)

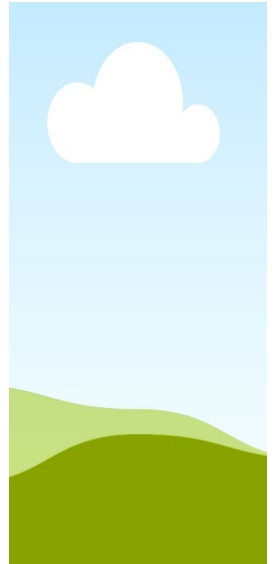
Watzlawick's Axioms



Watzlawick: First Axiom



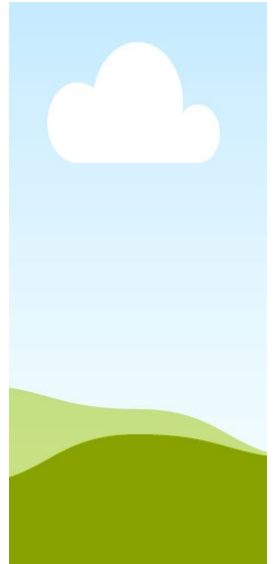
- You can't not communicate
- Every behavior conveys meaning
- Silence is communication



Watzlawick: Second Axiom



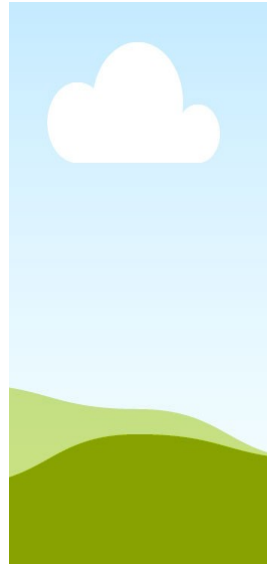
- Content and Relationship
- Meaning depends on tone and context
- Relational conflicts are common



Watzlawick: Third Axiom



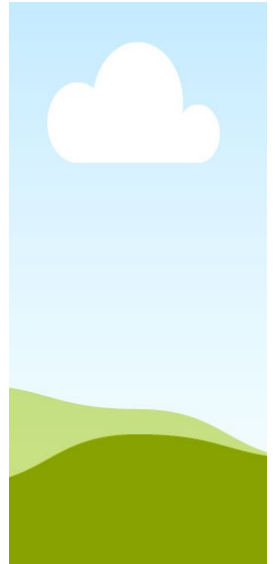
- Punctuation of sequences
- Different interpretations
- Cause-effect misunderstandings



Watzlawick: Fourth Axiom



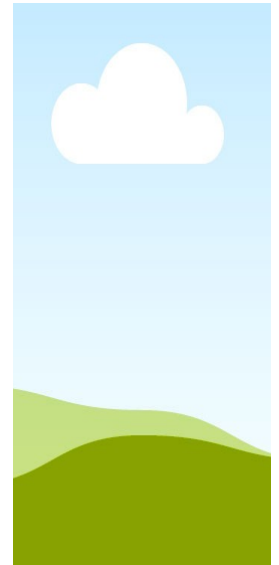
- Verbal and Nonverbal
- Nonverbal often dominates
- Consistency increases credibility



Watzlawick: Fifth Axiom

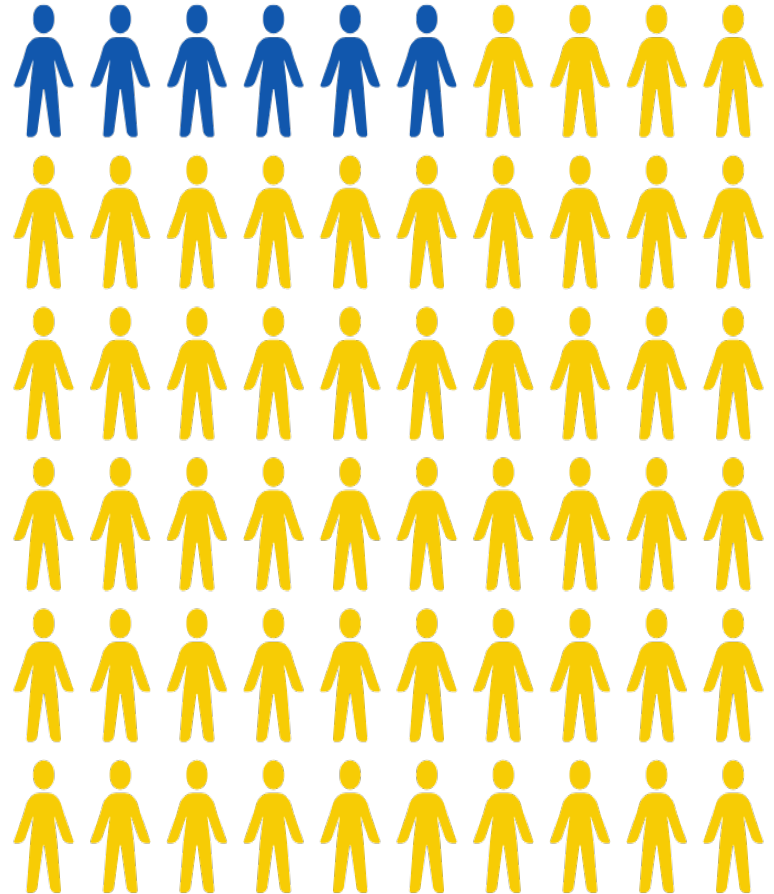


- Symmetrical vs Complementary
- Equal vs Hierarchical roles
- Mismatch causes tension



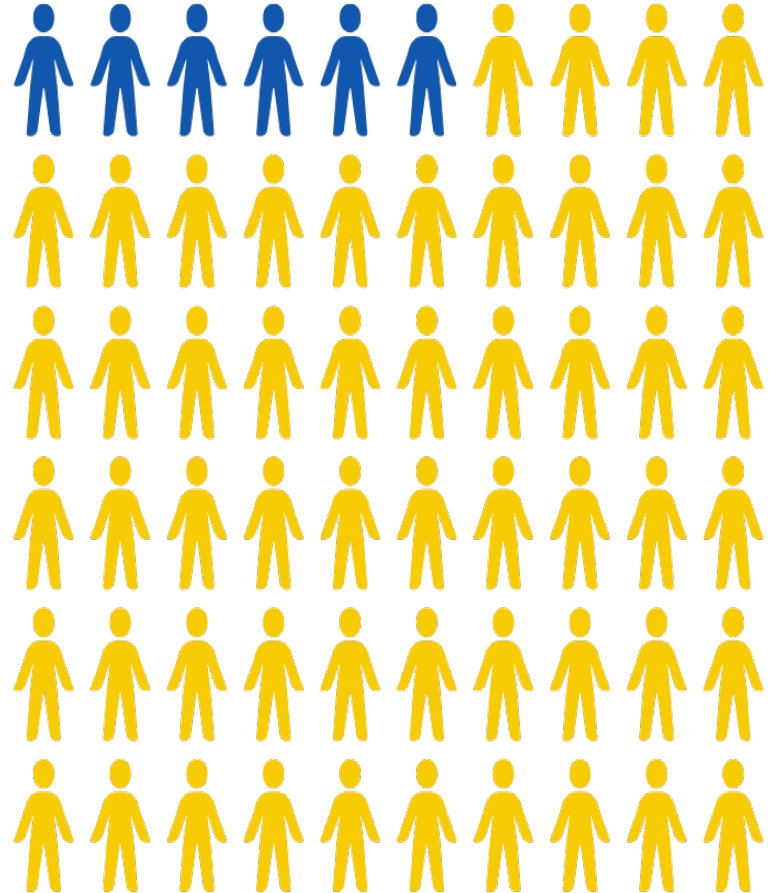
Language Barriers

- Language differences
- Dialects and accents
- Low proficiency
- Different registers
- Cultural metaphors



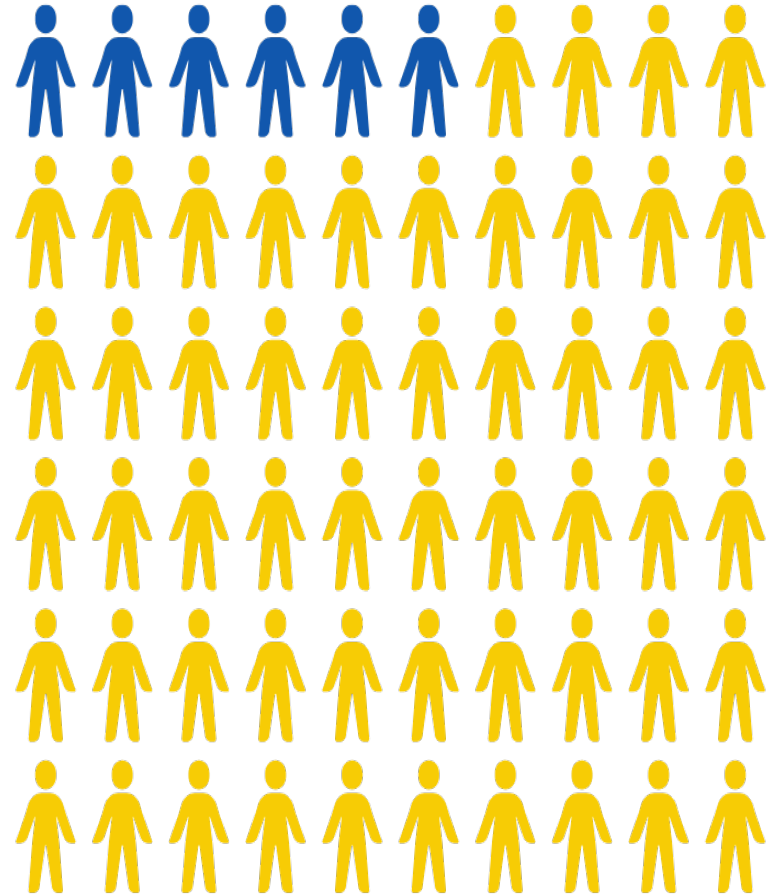
Causes of Barriers

- Multiculturalism
- Specialized language
- Fast communication
- Literacy differences



Overcoming Barriers

- Language training
- Simple language
- Visual support
- Translation tools
- Intercultural training



Teaching Refugees



- Language teaching, today more than ever, cannot be limited to transmitting grammatical rules, vocabulary lists, and standardized conversation patterns. We live in a multicultural, globalized, and highly interconnected environment, where student diversity is the norm, not the exception. This means that in a classroom (physical or virtual), we can find learners of very different ages, backgrounds, experiences, abilities, and needs. An accessible and inclusive approach is therefore essential to ensure equal learning opportunities and to enhance everyone's potential.

Teaching Refugees



- Accessibility means that the materials, activities, and teaching methods are accessible to everyone, regardless of any physical, cognitive, sensorial, or socioeconomic limitations. On the other hand, inclusiveness implies a learning environment in which every student feels welcomed, respected, and represented, and where diversity is considered a resource, not a hindrance. Accessible and inclusive teaching is not a "special method," but a set of practices integrated into everyday teaching, designed to reduce barriers and promote active participation.

Key Teaching Principles

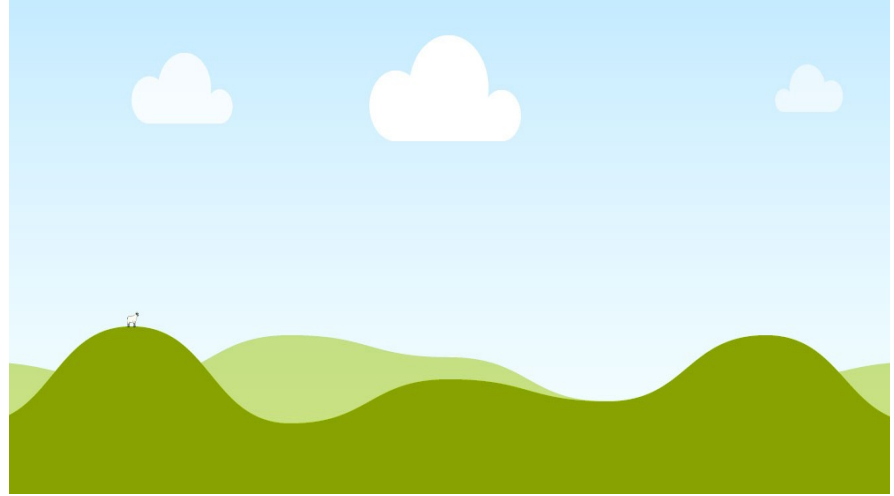
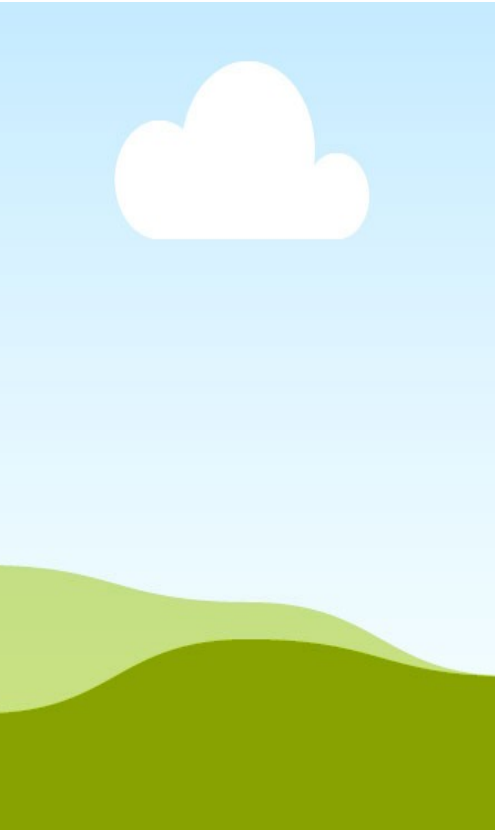
- Student-centeredness
- Multiple channels
- Adaptability
- Active participation
- Motivating feedback



Key Teaching Principles



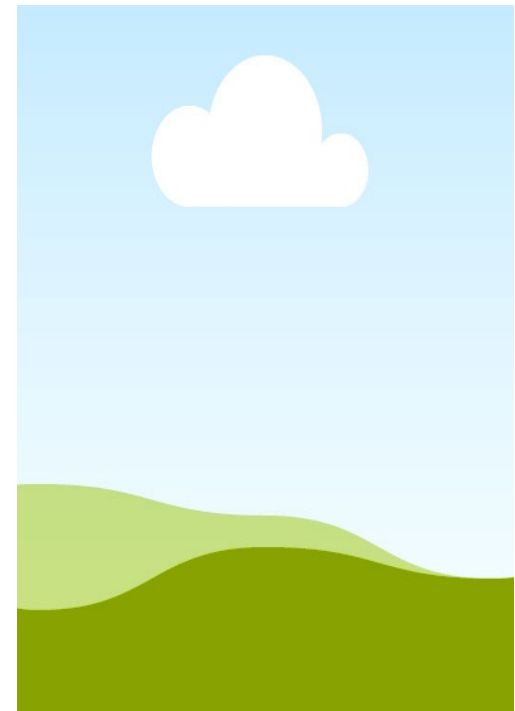
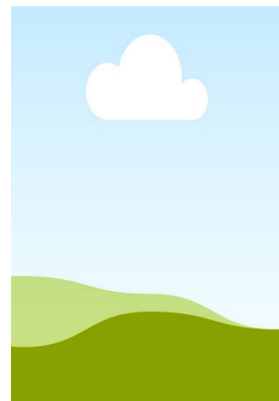
- Student-centeredness: starting from the real needs, life context, and personal goals of each student
- Variety of communication channels: providing linguistic input and explanations through multiple modalities—oral, written, visual, and gestural—to accommodate different learning styles
- Adaptability: modifying pace, complexity, and support based on needs, without compromising the quality of learning
- Active participation: promoting activities in which the student is not just a recipient of content, but a creator of knowledge
- Constructive and motivating feedback: focusing on progress and strategies, not just mistakes



ACCESSIBILITY



INCLUSION



ACCESSIBILITY STRATEGIES



Simplification and Clarity:

- use short sentences, logical structure, and clear terminology in explanations
- avoid unnecessary technical jargon in the initial stages
- provide concrete, real-life examples

Visual and Multimedia Support:

- diagrams, concept maps, images, and videos help consolidate abstract concepts
- subtitles in videos to aid comprehension, especially for those with hearing difficulties or non-native speakers

Access to Alternative Materials:

- handouts in accessible digital formats (e.g., screen reader compatible)
- audio lessons for those with visual impairments or who prefer to listen

INCLUSION STRATEGIES



Promote linguistic and cultural diversity

- invite students to share words, expressions, or idioms from their native language
- use texts, dialogues, and materials that represent different cultures, ethnicities, genders, and abilities

Create a safe and respectful environment

- establishing rules of interaction based on mutual respect
- combat linguistic stereotypes and discrimination (e.g., ridicule for accents or mistakes)

INCLUSION STRATEGIES



Offer choice and customization

- give students the freedom to select conversation topics or types of exercises based on their interests
- allow assessment through various methods (oral, written, multimedia)

Cooperative work

- group projects and paired activities that foster collaboration and mutual learning
- peer tutoring, in which more advanced students support less advanced ones

Teaching Techniques

- Multisensory learning
- Storytelling
- Gamification
- Authentic tasks
- Scaffolding
- Technology





LAST BUT NOT LEAST

- Avoid evaluating grammatical accuracy alone, but consider the ability to communicate effectively
- Offer multiple attempts and remediation opportunities
- Customize exam times and methods for students with special educational needs

REMEMBER

- Empathy
- Continuous learning
- Self-awareness



thank
you!