

interculture journal – Online Journal for Intercultural Studies

interculture journal – Online-Zeitschrift für interkulturelle Studien

interculture journal – Revue en ligne d'études interculturelles

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Call for Papers for a Special Issue (Sept. 2023) / Aufruf zur Einreichung von Beiträgen für eine Themenausgabe (Sept. 2023) / Appel à contributions pour un numéro spécial (sept. 2023) / Convocatoria de artículos para el número especial (septiembre de 2023):

Re-Thinking Interculturality in Work with Clients, Customers, Volunteers, and Teams

Neue Konzepte der Interkulturalität in der Arbeit mit Klienten, Kunden, Freiwilligen und Teams

Nouveaux concepts d'interculturalité dans le travail avec les clients, les bénévoles et les équipes

Nuevos conceptos de interculturalidad en el trabajo con clientes, voluntarios y equipos

Work with clients, customers, volunteers, and teams as relevant fields of dealing with interculturality on a professional basis

Research on intercultural communication identifies professional work with clients, customers, volunteers and teams as areas of intervention for which the discipline's scientific findings are of immediate relevance and for which the field can develop constructive concepts of application. Forms of counselling, training and further education in which a responsible approach to interculturality plays a role can be found in numerous and very different professional and social contexts, such as human resources development, health and social services, communication with public authorities, business communication and legal counselling and legal communication.

These professional fields of activity, accompanied by paradigm shifts in cultural theory, have undergone a radical transformation in dealing with interculturality and reorganised themselves in

an entirely new way. Sensitisation of the role of postcolonial power imbalances in empirical research practice and the effects of othering and epistemic violence have stimulated new methodological approaches in research and have also led to new and different places and forms of working with clients, customers, volunteers, and teams.

A shift away from teaching research knowledge

A historical review of the interplay between intercultural research and consultancy strikingly reveals the widespread fallacy whereby the central object of client-centred work should be the transfer of research knowledge. Such an assumption builds on an earlier essentialist and positivist understanding of culture. Culture had been understood in terms of something that could be recognised, described, distinguished, and measured in terms of content. The supposed differences between cultures would cause people to misunderstand each other in intercultural contact or lead to conflict—empirical research on intercultural communication aimed at precisely mapping this phenomenon. The immediate conclusion from these results was that they should be passed on to actors in intercultural contact to enable them to take forms of action that were considered more constructive – as seen from the early notions of intercultural competence. Correspondingly, in applied research on intercultural communication, these fields of communicating research knowledge have also received increasing attention. Therefore, for a long time, praxis forms of intercultural counselling could be seen as products of this positivist research paradigm.

Re-positioning intercultural client-centred work

As a result of paradigm shifts in research, counselling and advisory practices also reposition themselves and open up new pathways. Therefore, the focus is less on transmitting research-based (cultural) knowledge but more on implementing knowledge about the dynamics of cultural perception and action, which is likewise founded on research. Instead, insights from the theory of science in epistemology and ontology are transferred from research to practice. In recent decades, a key initiator of change in cultural research has been the consideration of the power paradigm and its – at first only gradual – consistent application to aspects of research, for example, in the form of factors relating to postcolonial theory. Researchers respond to these challenges by exploring new methods to empower the researched and minimise the aspects of researcher intervention through (othering) interpretations. Recent trends and orientations, such as *Action Anthropology*, *Advocacy Anthropology*, *Critical Intercultural Pedagogy*, *Critical Intercultural Communication*, *Critical Intercultural Management* or even general attitudes like *De-Centring* and *Decolonising*, aim at finding appropriate methods, such as Participatory Action Research or the inclusion of artistic activities. Moreover, the previous epistemological breaches may also be avoided through methods such as autoethnography, where researchers observe themselves in their interaction with the environment and take their positionalities as starting points for a reading of the social situation.

New approaches to intercultural work with clients, customers, volunteers, and teams?

Practitioners in intercultural counselling embrace these discourses and, at the same time, develop their new fields of work with an eye to the specific options they have within the framework of given structures. This special issue invites interdisciplinary contributions from research and practice that reflect on aspects of this paradigm shift in intercultural work with clients, customers, volunteers, and teams.

The focus is on the following and similar questions, although perspectives beyond these are also very welcome:

- What research is currently being done on interculturality in work with clients, customers, volunteers, and teams?
- What orientations from social and cultural theory parallel current research on interculturality in work with clients, customers, volunteers, and teams?
- What are intercultural advising, consulting, and counselling goals, and what methods are used to achieve them?
- How can we change existing counselling contexts, and how can we respond to the demands and expectations of different stakeholder positions?
- In what way can we transcend existing counselling contexts in terms of methodology, or how and where can we even open new places of counselling and intervention?
- How do practitioners act at the interface between theory and practice? How do they interpret and implement ideas from theory?
- Conversely, how do intercultural counselling practices influence and change research and theory-building in the fields of intercultural communication?

About the journal

Building on interdisciplinarity, *Interculture Journal* is designed to foster and advance theoretical and practical findings in the area of intercultural research. *Intercultural Journal* publishes papers by researchers and practitioners addressing questions and issues arising from different cultures living and working together. The journal's definition of culture is geared to an open perception as life-world [Lebenswelt]. Intercultural research topics are hence not limited to the encounter of different nationalities or ethnic groups but include general phenomena of intercollectivity.

In line with its online format, *Interculture Journal* is devoted to the idea of open information exchange. All journal editions are hence provided for free and can be downloaded at www.interculture-journal.com.

Time schedule

2022-06-23 Call for abstracts

2022-08-30 Deadline for submission of abstracts

2022-09-30 Invitation to submit full papers

2022-12-31 Submission of papers

2023-02-28 Feedback based on peer-reviews

2023-04-30 Submission of revised papers

2023-09-30 Publication of the special issue

Submission information

In the scheduled issue, articles may be published in English, German, French and Spanish as well as in more than one of these languages. The editorial team is therefore accepting abstracts in these languages.

Please e-mail abstracts no longer than 200 words to the co-editor Dominic Busch:
dominic.busch@unibw.de