

INTRODUCTION

Reviewing the existing literature on intercultural effectiveness

The academic and other literature on intercultural effectiveness was reviewed to compare the results of the Centre for Intercultural Learning's "think tank" meetings with findings of published empirical research over the past 40 years. There were two main conclusions:

- a) It was clear that no-one had previously attempted to develop a detailed and comprehensive listing of behaviour-based indicators

of intercultural effectiveness. Research on intercultural competence had tended to focus on identifying some important personality traits and more general individual characteristics associated with intercultural effectiveness, but neither comprehensively nor with the precision hopefully attained at the the Centre for Intercultural Learning "think tank" meetings and follow-up process in developing behavioural indicators.

