



An Introduction to Intercultural Communication: Identities in a Global Community

By Fred E. Jandt

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An Introduction to Intercultural Communication: Identities in a Global Community prepares today's students to successfully navigate our increasingly global community. Fred E. Jandt introduces essential communication skills and concepts that will empower readers to interact successfully with different cultures and ethnic groups. To spark student interest, Jandt offers readers unique insights into intercultural communication, at home and abroad, through an emphasis on history, culture, and popular media. Each chapter integrates material on social media, as well as extensive new examples from recent international news and events. Throughout the text, Jandt reinforces the important roles that stories, personal experiences, and self-reflection play in building our intercultural understanding and competence. The **Eighth Edition** adds depth to the coverage of theory and includes two new features: **Focus on Skills** provides expanded coverage of intercultural communication in practice, while **Focus on Technology** illustrates the impact of new communication technology on intercultural encounters. The new edition also introduces a new map program to provide students with additional context for discussion of cultures and regions across the globe.

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Editorial Review

About the Author

Fred E. Jandt was born of second-generation German immigrants in the multicultural south-central region of Texas. After graduating from Texas Lutheran University and Stephen F. Austin State University, he received his doctorate in communication from Bowling Green State University. He has taught and been a student of intercultural communication for more than 40 years, developing his experience through travel and international training and research projects. While Professor of Communication at The College at Brockport, State University of New York, his reputation as a teacher led to his appointment as SUNY's first director of faculty development. He has retired as Dean of the Palm Desert Campus and Professor of Communication at California State University, San Bernardino, where he was named Outstanding Professor. He has also been a visiting professor at Victoria University of Wellington in New Zealand. He has extensive experience in the areas of intercultural and international communication, negotiation mediation, and conflict management. He was one of the first scholars to introduce the study of conflict to the communication discipline with his text *Conflict Resolution Through Communication* (Harper & Row, 1973). He has subsequently published many other titles in this area, including the successful trade books *Win-Win Negotiating: Turning Conflict Into Agreement* (Wiley, 1985), which has been translated into eight languages, and a casebook on international conflict management, *Constructive Conflict Management: Asia-Pacific Cases* (SAGE, 1996) with Paul B. Pedersen. For several years, he conducted the training workshop "Managing Conflict Productively" for major corporations and government agencies throughout the United States. Jandt continues to train volunteers who are learning to become mediators in the California justice system.

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