

# INTERNATIONAL CENTER for INTERCULTURAL COMMUNICATION (ICIC)

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## October 2016 Newsletter

### FROM THE DIRECTOR'S NOTEBOOK



For some time now, one of ICIC's primary research areas has been healthcare communication and health literacy. In this month's newsletter, we report on the findings of a two-year project undertaken by ICIC that sought to enable, through improved health literacy, a group of Indianapolis Latino parents to provide better care for their special-needs children. I invite you to read more about this important work in our "Research" section on page 3.

In other news, ICIC is pleased to welcome two additions to our Advisory Board as of this spring. Tamara Cabrera, Ph.D., is Assistant Professor of Spanish and Translation Studies at the School of Liberal Arts at IUPUI. Liz Pilnik, B.S.N., M.B.A., is a retired R.N. and served as developer of and trainer for Type 2 Diabetes Mellitus peer support programs and the Diabetes Prevention Program. Additionally, ICIC welcomes our visiting scholar, Xiaoqin Cao, through September 2017. Ms. Cao comes to us from the Nanjing Institute of Tourism and Hospitality in Nanjing, China. Welcome aboard, one and all.

Finally, you can now visit ICIC on Facebook! Be sure to check us out at [www.facebook.com/iciciupui](http://www.facebook.com/iciciupui).

Best wishes from all of us at ICIC!

Ulla M. Connor, Ph.D.

Director, International Center for Intercultural Communication

### TSUDA COLLEGE AND HAKUOH UNIVERSITY SUMMER PROGRAMS

This August, seven young women from Tokyo's Tsuda College spent three weeks in Indianapolis as part of ICIC's 2016 Women in Leadership Seminar. During this time, they enjoyed homestays, field trips to educational and cultural sites, and conversations with prominent local women leaders. Through hands-on projects and public-speaking opportunities, the Tsuda students developed confidence in both their language and leadership skills.

ICIC's annual program with Hakuoh University (Oyama, Japan) took place from August 24 to September 2, with a special emphasis this year on "Family Life in the U.S." Thirty students from Hakuoh participated in themed activities and classroom work related to American family life, including music, sports, food, and U.S. politics. The students in both programs most certainly enjoyed this opportunity to make lasting friendships and to share in American culture.



Hakuoh University program participants proudly display their completion certificates. Prior to receiving their certificates, students presented their final group projects.



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## ENGLISH FOR SPECIFIC PURPOSES (ESP)

### INTERNATIONAL DENTAL PROGRAM (IDP): IU SCHOOL OF DENTISTRY

Now in its fourth year, this program was designed by ICIC for the international dentists at the IU School of Dentistry who are working on their accreditation to practice dentistry in the United States. The instruction is focused upon intercultural communication with an emphasis on oral and written academic communication, pronunciation, and listening comprehension. As of the spring 2016 semester, the course became a mandatory part of the IDP's formal curriculum. Esen Gokpinar-Shelton, ICIC Assistant Director, oversees the program.

### ONSITE TRAINING FOR JAPANESE ENGINEERS AT SMC CORPORATION

ICIC has developed a workplace English language program for the SMC Corporation of America in Noblesville, Indiana. Currently in its third year, the program has been designed to improve employees' work-related oral and written communication skills in English, and the program is currently scheduled through March 2017.

### TEACHING SPANISH-SPEAKING EMPLOYEES OF MÖLNLYCKE HEALTH CARE

This new education initiative, currently in progress, has been designed for a group of nine Spanish-speaking employees of Sweden-based Mölnlycke Health Care's Indianapolis location. The overall goal of the program is to improve employees' skills in two main areas: 1) language skills in reading and speaking; and 2) comprehending skills in conveying the tasks and responsibilities of their position at Mölnlycke and the contents of the quality manual to successfully pass an audit. The program is designed to run through November 2016.

For information regarding specifically tailored ESP courses, contact **Esen Gokpinar-Shelton** at (317) 274-5340 or [egokpina@iupui.edu](mailto:egokpina@iupui.edu).

### 2016-2017 WORKSHOP SERIES

ICIC, with support from the Office of the Vice Chancellor for Research, the Center for Teaching and Learning, and the Clinical and Translational Sciences Institute (CTSI) offers a series of intercultural communication and language workshops for international professionals and researchers. The goal of these workshops is to equip international participants with effective communication strategies. Each workshop in the series provides engaging, hands-on learning activities. For more information, visit [liberalarts.iupui.edu/icic/pages/workshops](http://liberalarts.iupui.edu/icic/pages/workshops)

#### ACADEMIC WRITING FOR PUBLICATION IN ENGLISH

- Improve introductions, results, discussions, titles, and abstracts of research articles for publication
- Improve language use, such as: verb tense, voice, reporting verbs, strength of claim, author stance and evaluative language

#### SCIENTIFIC GRANT PROPOSAL WRITING

- Understand key linguistic features of clear, persuasive research grant proposals
- Write compelling grant narratives with appropriate literature citations
- Apply effective rhetorical strategies to increase likelihood of future research funding

#### COMMUNICATION SKILLS FOR ORAL PRESENTATIONS

- Discover key organizational features of effective oral presentations
- Learn strategies to make presentations clear and easy to follow
- Find ways to improve oral enunciation and pronunciation



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## RESEARCH

### Targeted Language Instruction for Limited English Proficiency Latino Families of Infants with Special Needs

This spring saw the completion of a grant-funded research initiative undertaken by ICIC and Family Voices Indiana with the goal of enabling greater parental participation for Limited English Proficiency (LEP) Latinos as stakeholders in the medical treatment of their children. The project studied and worked with five caregivers of children admitted to the NICU at Riley Children's Hospital in Indianapolis. Instruction involved six modules that were specifically designed as a part of the study to improve the caregivers' abilities to care for these children and adhere to prescribed methods of care. The learning modules included ESP (English for Specific Purposes) education regarding: 1) rights and responsibilities of caregivers as members of the healthcare team (conducted in Spanish); 2) interaction with healthcare providers, name spelling, using numbers, etc.; 3) scheduling/changing appointments and managing transportation; 4) language used on OTC medication labels, filling/refilling prescriptions; 5) managing infant care and language used on formula/food labels; and 6) describing allergy or adverse reactions.

The data collected from the study participants in pre- and post-tests showed positive improvement of parent health literacy in Spanish and English oral language proficiency. Follow-up interviews provided qualitative data to show that participants did use their English to participate confidently in their children's respective healthcare teams. These positive outcomes clearly indicate that targeted language training in this arena needs to become a more regular part of the picture where LEP parents must give care to special-needs children. Plans are in the works to convert the six learning modules into a digital format to be marketed to hospitals and clinics. In addition, ICIC will convert the curriculum to a textbook format for mass release to healthcare, charitable, and community programs to provide this instruction to limited English proficiency caregivers.

*The ICIC/Family Voices Indiana project was one of four selected from the 15 proposals submitted for the 2014-15 awards from Community Health Engagement Program, part of the Indiana Clinical and Translational Sciences Institute. The project received additional support from The Binational/Crosscultural Health Enhancement Center (BiCCHec) at IUPUI.*

### Selected Ongoing Research

- Intercultural Rhetoric and Translingualism
- Tailored Messages for Diabetes Patients in Columbus Regional Hospital/Testing CoMac's Online Platform



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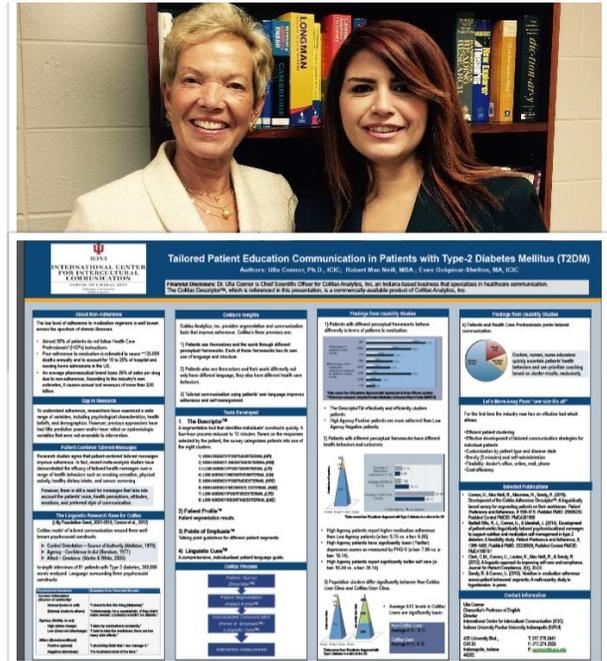
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## PRESENTATIONS

First off, ICIC wishes to thank **Joann and Richard Ingulli-Fattic** and **Asieh Dicken**, who have generously contributed to the ICIC Educational Fund. This fund provides conference and travel support to our staff to be able to attend and present at conferences, both locally and internationally.

### Indiana CTSI 8th Annual Meeting and Watanabe Prize Lecture, September 2016

**Ulla Connor** and **Esen Gokpinar-Shelton** presented at the Indiana Clinical and Translational Sciences Institute 8th Annual Meeting & Watanabe Prize Lecture. The presentation was entitled “Tailored Patient Education Communication in Patients with TYPE 2 Diabetes Mellitus (T2DM).”



### COMET Conference, Aalborg, Denmark, July 2016

Multiple abstracts were submitted and accepted to the 2016 Communication, Medicine, and Ethics Conference. Among them were an oral paper presentation by **Ulla Connor** and **Esen Gokpinar-Shelton**, “*A linguistic approach to health literacy: From patients’ words to tailored communication*”; an oral paper presentation by **André Buchenot** and **JesAlana Stewart**, “*More than Readability: Designing Linguistically and Culturally Relevant Online Health Information*”; and a poster presentation by **Ulla Connor** and **Esen Gokpinar-Shelton**, “*The CoMac Descriptor™ and Psychosociolinguistic Tailored Communication to Promote Self-Management (TCPS) in Patients with Type 2 Diabetes Mellitus (T2DM).*”

### TESOL Conference, Baltimore, MD, April 2016

**Esen Gokpinar-Shelton** presented a 45-minute oral session on the topic of English for medical purposes, based on research from the study: “Targeted Language Instruction for Limited English Proficiency Latino Families of Infants with Special Needs.” The research looked at the development of six teaching modules of health-related English for Spanish-speaking parents of infants with special medical needs, and the positive empowering effects this education brought to the parents in the care of their children.

### American Association for Applied Linguistics Conference, Orlando, FL, April 2016

**Ulla Connor** presented on health literacy as part of a colloquium entitled, “Clinics, Classrooms, and Communities: Contexts for Researching Health Literacy as Social Practice in Applied Linguistics.”

**Ulla Connor** also participated on a panel entitled, “English and Spanish Health Discourse: Convergent and Divergent Methodologies Used in Studies of Patient Talk.”

The panel focused largely upon published research in *Understanding Patients’ Voices: A multi-method approach to health discourse (2015)*. Dr. Connor was a contributing author to this publication.



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## PRESENTATIONS, CONTINUED

### 2016 Research Day at IUPUI

**Ulla Connor** and **Esen Gokpinar-Shelton** presented a poster on the topic of tailored patient communication in patients with diabetes: *"The CoMac Descriptor@and Psychosociolinguistic Tailored Communication to Promote Self-Management (TCPS) in Patients with Type 2 Diabetes."* **Ulla Connor** and **Dan Rueckert** presented a poster on the topic of English for Medical Purposes: *"Targeted Language Instruction for Limited English Proficiency Latino Families of Infants with Special Needs."*

### Diabetes Symposium at IUPUI, August 2016

**Esen Gokpinar-Shelton** presented a poster on the topic of tailored patient communication in patients with diabetes: *"The CoMac Descriptor@ and Psychosociolinguistic Tailored Communication to Promote Self-Management (TCPS) in Patients with Type 2 Diabetes."*

### University of Florida, April 2016

**Ulla Connor** gave a presentation entitled, *"Non-traditional Approaches to Health Literacy: An Evolution in Patient-Practitioner Communication."* She was invited by the School of Nursing, University of Florida.

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## LOOKING AHEAD...

### The 2017 Communication, Ethics and Medicine (COMET) conference is coming to IUPUI!

The Department of Communication Studies and ICIC within the Indiana University School of Liberal Arts at IUPUI are co-hosting the 2017 Communication, Medicine, and Ethics Conference (COMET) at Indiana University-Purdue University Indianapolis (IUPUI). IUPUI is Indianapolis' premier urban campus, located within very close proximity to many exciting cultural and recreational activities and events in downtown Indianapolis. A vibrant and multicultural city with so much to see and do, Indianapolis is an ideal location for scholars, presenters, and students alike.

#### About COMET

COMET aims to bring together scholars from different disciplinary backgrounds, involving various healthcare specialties and the human and social sciences. A special emphasis will be on the dissemination of ongoing research in language/discourse/communication studies in relation to healthcare education, patient participation, and professional ethics.

#### Registration Information

More information about registration, the conference schedule, speakers, lodging, and attractions will be available soon on the ICIC online homepage. If you would like to receive updates about COMET 2017, please email [icic@iupui.edu](mailto:icic@iupui.edu), and note in the subject line "COMET 2017." Within the email message, please indicate your full name, affiliation (academic institution, organization, business, etc.), and preferred email address.

For a preview of all the fun Indianapolis has to offer to conference participants, check out

<http://www.visitindy.com/>

We look forward to sharing more details in future newsletters!



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## ICIC STAFF

**Ulla Connor**, Ph.D., is the Barbara E. and Karl R. Zimmer Chair in Intercultural Communication, Chancellor's Professor of English, and Director of the International Center for Intercultural Communication at Indiana University-Purdue University Indianapolis.

Dr. Connor received her B.A. and M.A. in English philology from the University of Helsinki, an M.A. in English literature from the University of Florida, an M.A. in comparative literature and Ph.D. in English linguistics from the University of Wisconsin. Dr. Connor has held academic positions at the University of Florida, University of Wisconsin, George Mason University, Georgetown University, Purdue University, and Indiana University-Purdue University Indianapolis. She has also held guest and visiting professor positions in linguistics and applied linguistics with Temple University in Japan, Lund University in Sweden, Åbo Akademi University in Finland, and Leon University in Spain. She is an elected member of the Finnish Society of Sciences and Letters.

Dr. Connor has authored and co-authored 10 books and over 100 articles and book chapters, including *Contrastive Rhetoric* (Cambridge U. P., 1996), and *Intercultural Rhetoric* (U. of Michigan P., 2012). In her research on writing and intercultural communication, Dr. Connor combines theories and methods from both linguistics and rhetoric. Results of her intercultural rhetoric research have been applied in ESL and EFL, intercultural business communication, and, most recently, the language of health care among U.S. immigrant populations.

**Esen Gokpinar-Shelton**, M.A., serves as the Assistant Director for the International Center for Intercultural Communication (ICIC) at Indiana University-Purdue University Indianapolis (IUPUI). She holds a B.A. in English Language and Literature, a teaching certificate in English Education from Kafkas University in Turkey, and an M.A. in English with a concentration in TESOL, including a TESOL certificate, from IUPUI. She is currently a

Ph.D. student in Educational Leadership and Policy Studies at Indiana University.

Ms. Gokpinar-Shelton has more than six years of ESL/EFL teaching experience at the high school and the collegiate level in various locations across the world including Turkey, China, and the United States. At ICIC, she leads the ESP program for international students attending the IU Dental School at IUPUI. She also assists with and authors grant proposals for federal and state funded research projects, and provides tutoring to professionals looking to publish academic papers in their field. Her current research interests include intercultural rhetoric and translanguaging, health literacy and tailored communication among diverse populations, and uses of technology for teaching languages.

**Xiaoqin Cao (Cindy Cao)**, M.A., is ICIC's Visiting Scholar for the 2016–2017 academic year. She holds a B.A. in Business English and a teaching certificate in English Education from Nanjing Normal University, Nanjing, China, and an M.A. in English language and literature from Southeast University, Nanjing, China, focusing on British Literature. Ms. Cao has worked in Changzhou University, Changzhou, China, as a teacher of English as a Foreign Language (EFL) for two years. She is now a lecturer at the Nanjing Institute of Tourism and Hospitality, specializing in Tourism English teaching for seven years and obtaining a certificate for English-speaking tour guides. Meanwhile, she has been working as chief of the Tourism English Office in recent years. Ms. Cao's academic interests include English for Specific Purposes (ESP) and intercultural communication. She has worked on six research programs, published five articles in Chinese national journals, and co-authored three books, which are all related to ESP and intercultural communication.



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## ICIC STAFF, CONTINUED

**Matt Lorch**, B.A. A graduate of IUPUI and a returned Peace Corps volunteer who taught English in the Republic of Benin, Mr. Lorch has been working as the Administrative Support Specialist/ Office Manager at the International Center for Intercultural Communication (ICIC) since January 2015. His current administrative roles and the international nature of ICIC, as well as its focus on language and culture, fit well within the scope of his prior professional experience and interests. Prior to ICIC, he worked in program support in Washington, DC at two international nonprofit organizations, InterAction and Franciscan Mission Service. More locally at IUPUI and within central Indiana, Mr. Lorch has worked as a student mentor at the IUPUI Bepko Learning Center (University College), as well as at African Community International (The African Center, Indianapolis) and Indy Parks & Recreation. Some of his interests include foreign languages (French and Arabic), the nonprofit sector, international relations, sociolinguistics, international development and humanitarian assistance, the Middle East and North Africa (MENA) region, and food politics and nutrition.

**Matthew Hume**, B.A., is ICIC's Graduate Research Assistant for the 2016–2017 academic year. Mr. Hume holds an undergraduate degree in music from Yale University and pursued graduate work at Columbia Teachers College in the field of TESOL. In addition to his music studies at Yale, Mr. Hume engaged in studies of sociolinguistics, psycholinguistics, and historical linguistics. He has taught EFL at the elementary school level in South Korea, and has tutored adult English language learners in New York and Indianapolis. Mr. Hume's academic interests include second language acquisition (SLA) and sociocultural linguistics. He is currently a graduate student in the TESOL Certificate program in the IU School of Liberal Arts at IUPUI.

## PART-TIME TEACHING STAFF

Integral to ICIC's English for Specific Purposes program are the talented part-time teachers we have working with us. We are grateful to our teaching staff for their hard work and dedication to their students and to the overarching mission of ICIC.

**Rehab Morsi**, M.A., serves as the lead teacher for ICIC's teaching training program for Japanese engineers at SMC Corporation in Noblesville, IN. Mrs. Morsi received her master's degree in Teaching English to

Speakers of Other Languages (TESOL) from Ball State University. She has more than seven years of experience teaching ESL/ESP and assisting in curriculum planning and materials development. She has served for five years as full-time contract faculty at Ball State teaching ESL to international students. Mrs. Morsi has also taught a variety of online ESP teacher training courses to international scholars. In addition to the work she does for ICIC at SMC Corporation, Mrs. Morsi also represents ICIC in providing ESP tutoring sessions to medical residents with low English proficiency level in order to assist them in carrying out their workplace tasks and meeting the challenges of their career in the United States.

**Kimberly Robertson**, B.A., serves as ICIC instructor for Mölnlycke Healthcare in Indianapolis. Mrs. Robertson holds an undergraduate degree in English from the University of Texas at Arlington and worked for many years as a court stenographer. She earned her graduate TESOL certificate from IUPUI in 2014 and is currently at IUPUI working towards her M.A. in English with TESOL concentration. While studying, Mrs. Robertson has assisted in EAP writing courses and has taught in the Program for Intensive English (PIE), as well as serving as PIE's activities coordinator for SILC (Summer Intensive Language and Culture). She is passionate about making learning fun and engaging and enjoys getting to know students from around the world.

**Cindy Reinhard**, B.S., TESOL Certificate, studied psychology at Purdue University and has completed 20 hours of post-graduate course work in Counseling at IUPUI. For several years, she worked at Noble of Indiana teaching adults with developmental disabilities. Her experience also includes teaching communication skills to parents and children during supervised visitations. After years in the human service field, she attained her certificate in Teaching English to Speakers of Other Languages from IUPUI in 2013. She has enjoyed tutoring professionals and children, as well as teaching students in academic settings. Her interests include linguistics, social linguistics, and researching theory based methods for teaching pronunciation, writing, and reading. She also has an interest in supporting students who experience anxiety in typical learning environments.



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## CIMINO AWARD WINNERS – APRIL 2016

The Joan and Larry Cimino Award for Excellence in Intercultural Communication is awarded each year to the best papers and/or theses on intercultural communication submitted by graduate students in the IUPUI School of Liberal Arts. **Larry Cimino**, President of ProConsult, LLC, and a former Manager of Global Relations and Advocacy in Neuroscience for Eli Lilly & Company, is Chair of ICIC's Board of Advisors and has generously funded the scholarship program since 2005.

In 2016, the ICIC Selection Committee chose two winning papers. **Je' Nobia Smith** was awarded for her case study "Your Way Isn't Always Right: Constructing an Identity in the First and Second Languages," written for Julie Belz's Second Language Acquisition course (LING-L 532). **Brandie Bohney** won for her paper, "Moving Students Toward Acceptance of 'Other' Englishes," written for Kim Lovejoy's course in Topics in Rhetoric and Composition, Written Englishes: Living Cultural Realities (ENG-W 600).

ICIC congratulates Brandie and Je' Nobia on their excellent work. They were honored at this spring's award ceremony, A Celebration of Scholarship: The Liberal Arts Honors Convocation.



Pictured, left to right: Co-winner Je' Nobia Smith, ICIC Director Ulla Connor, Co-winner Brandie Bohney

The **International Center for Intercultural Communication (ICIC)** is a university-based research and service organization created in 1998 to enhance links between the city of Indianapolis, the state of Indiana, and cultures/nations throughout the world. ICIC strives for excellence in language and intercultural training in academic, professional, and other occupational contexts. The center is part of the Indiana University School of Liberal Arts at Indiana University-Purdue University Indianapolis (IUPUI).



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