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**Intercultural Communication in International Business**

Use this guide in conjunction with the guides on [**Country Information**](http://leddy.uwindsor.ca/country-information) and [**International Industry Information**](http://leddy.uwindsor.ca/international-industry-information). The following resources are suggested starting points for intercultural communication research in the global business environment. Some of the resources are freely available on the web. Others are Leddy Library subscriptions and so, if you are off-campus, you will have to sign on with your University of Windsor ID and email password. If you do not find what you are looking for, please contact: [Katharine Ball](mailto:kball@uwindsor.ca) at (519) 253-3000, ext. 3852.

**Books**

Most of the Library’s print and e-books are listed in the [Library Catalogue](http://primo.uwindsor.ca/primo_library/libweb/action/search.do?mode=Advanced&ct=AdvancedSearch&dscnt=0&tab=tab1&dstmp=1437075204438&vid=UWINDSOR). Limit your search by publication date, as appropriate. Try searches such as:

“intercultural communication”

“business communication”

“international business” AND (moral OR ethical)

cross-cultural AND (business OR management OR leadership)

The following e-books are just a sample of what you will find:

[Bridging the culture gap: a practical guide to business communication. 2nd ed. 2008](http://search.proquest.com/publication/105940)

[Communicating across cultures. 2000](http://search.ebscohost.com/login.aspx?direct=true&db=bth&jid=1IBR&site=ehost-live)

[Cross-cultural business behavior: a guide for global management. 5th ed. 2012](http://app.knovel.com/hotlink/toc/id:kpCCBBAGG1/cross-cultural-business/cross-cultural-business)

[Cross-cultural competence. 2005](http://lib.myilibrary.com/ProductDetail.aspx?id=24750)

[Cross-cultural knowledge management. 2012](http://books1.scholarsportal.info/viewdoc.html?id=/ebooks/ebooks2/springer/2012-05-29/1/9781461420897)

[Eastern and cross cultural management. 2012](http://books1.scholarsportal.info/viewdoc.html?id=/ebooks/ebooks2/springer/2012-05-29/2/9788132204725)

[Effective multicultural teams: theory and practice. 2008](http://books1.scholarsportal.info/viewdoc.html?id=/ebooks/ebooks0/springer/2009-12-01/4/9781402069574)

[International business negotiations. 2nd ed. 2003](http://app.knovel.com/web/toc.v/cid:kpIBNE0002/viewerType:toc/root_slug:international-business-negotiations)

[Leading global teams. 2015](http://books1.scholarsportal.info/viewdoc.html?id=/ebooks/ebooks3/springer/2015-03-04/1/9781493920501)

[Managing across cultures. 2002](http://search.ebscohost.com/login.aspx?direct=true&db=bth&jid=1VNX&site=ehost-live)

[Models for intercultural collaboration and negotiation. 2013](http://books1.scholarsportal.info/viewdoc.html?id=/ebooks/ebooks3/springer/2013-08-13/2/9789400755741)

[Navigating cross-cultural ethics: what global managers do right to keep from going wrong. 1998](http://search.ebscohost.com/login.aspx?direct=true&db=nlebk&AN=34038&site=ehost-live)

[Quintessence of intercultural business communication. 2012](http://books2.scholarsportal.info/viewdoc.html?id=/ebooks/ebooks2/springer/2013-02-14/1/9783642282386)

[World’s business cultures. 2007](http://search.ebscohost.com/login.aspx?direct=true&db=bth&jid=8H2T&site=ebsco-live)

**Journal Articles**

You can find journal articles on intercultural communication in international business by searching the following journal indexes:

[Business Source Complete](http://led.uwindsor.ca/business-source-complete)

[ProQuest Business](http://led.uwindsor.ca/proquest-business)

[Communication and Mass Media Complete](http://led.uwindsor.ca/communication-mass-media)

[Google Scholar](http://led.uwindsor.ca/google-scholar)

Try the same kind of search terms that you used to find books (see above).

**Country Specific Databases and Reports**

[**Countries and Their Cultures**](http://www.everyculture.com/)

http://www.everyculture.com

Covers many topics, e.g. History and Ethnic Relations, Food and Economy, Social Stratification, Gender Roles and Statuses, Marriage, Family and Kinship, Socialization, Etiquette, etc.

[**Country Insights** (Canada. Foreign Affairs & International Trade Canada)](http://www.intercultures.ca/cil-cai/countryinsights-apercuspays-eng.asp)

http://www.intercultures.ca/cil-cai/countryinsights-apercuspays-eng.asp

Focuses on cultural information, e.g. communication styles, preferred managerial qualities, hierarchy and decision making, relationship building, conflicts in the workplace, motivating local colleagues

[**Country Profiles: Global Guide to Culture, Customs, and Etiquette** (Kwintessential)](http://www.kwintessential.co.uk/resources/country-profiles.html)

http://www.kwintessential.co.uk/resources/country-profiles.html

General culture and customs; also business etiquette and protocol

[**Culture Crossing Guide**](http://guide.culturecrossing.net/index.php)

http://guide.culturecrossing.net/index.php

Information: on the Basics, for Business, and for Students

[**CultureGrams** (ProQuest)](http://search.proquest.com/publication/2026824?accountid=14789&OpenUrlRefId=info:xri/sid:primo)

<http://search.proquest.com/publication/2026824?accountid=14789&OpenUrlRefId=info:xri/sid:primo>

Covers: Background, People, Customs and Courtesies, Lifestyle, and Society; off-campus, you will need to sign on with your UWindsor ID and email password.

[**Hofstede Centre** (ITIM International)](http://geert-hofstede.com/countries.html)

http://geert-hofstede.com/countries.html

Analysis based on a cultural model which includes: Power Distance, Individualism, Masculinity, Uncertainty Avoidance, Long Term Orientation, Indulgence

[**Executive Planet**](http://www.executiveplanet.com/index.php?title=Main_Page)

http://www.executiveplanet.com/index.php?title=Main\_Page

Focuses on aspects of business etiquette: Appointments, Business Dress, Conversation, Addressing Others, Gift Giving, Negotiating, Entertaining, Acceptable Public Behaviour

[**Negotiating International Business** (Leadership Crossroads/Katz, Lothar)](http://www.leadershipcrossroads.com/nib_dld.asp)

<http://www.leadershipcrossroads.com/nib_dld.asp>

Addresses the following topics: Introduction, Relationships and Respect, Communication, Initial Contact and Meetings, Negotiation, Agreements and Contracts, Women in Business, Other Important Things to Know

[**Global Market Information Database**](http://led.uwindsor.ca/gmid)

<http://led.uwindsor.ca/gmid>

Has reports that may help you understand the culture, lifestyles, and values of people in other countries. Select the Consumer tab at the top. Limit to the country you are interested in, and then look at the Country Pulse and Consumer Lifestyle reports.

[**World Values Survey** (WVSA)](http://www.worldvaluessurvey.org/WVSOnline.jsp)

http://www.worldvaluessurvey.org/WVSOnline.jsp

Detailed analysis of culture over time

[Countries and Their Cultures](http://www.everyculture.com)