

ICIC'S MEDICAL RESIDENT TRAINING RECEIVES NATIONAL MEDIA ATTENTION

CONNOR NAMED CHANCELLOR'S PROFESSOR AT IUPUI

Ulla Connor, Ph.D., Professor of English and Director of the Indiana Center for Intercultural Communication (ICIC) in the School of Liberal Arts, has been named a Chancellor's Professor of Indiana University-Purdue University Indianapolis (IUPUI), an honor which recognizes a record of extensive accomplishment by senior faculty at IUPUI.

The Chancellor's Professorship recognizes senior faculty members who display a record of extensive accomplishment and leadership in teaching, research and campus service. IUPUI Chancellor Charles Bantz noted that Connor, "has contributed in major ways not only to her academic field but also to the reputation of IUPUI as a research community of exceptional quality and integrity." The formal award presentation was made at the Chancellor's Honors Convocation April 29 at the University Place Hotel Auditorium in Indianapolis.

Indiana is facing an acute shortage of primary care physicians, a problem that may continue to grow with changes in healthcare reform. More and more international physicians are coming to the U.S. to work and experts say they are essential to fill those gaps.

That's why the Indiana Center for Intercultural Communication (ICIC), a language and cultural training center that is part of the School of Liberal Arts at IUPUI, has designed programs to help international physicians communicate with their patients and colleagues.

The programs have proven so effective that all new residents in the Family Practice Program at Indiana University School of Medicine have two days of required training and assessment with ICIC as part of their orientation



Lauren Harvey, ICIC's Assistant Director of Training, with the new residents in the IU Health Family Practice Program this summer.

program. Residents identified for follow-up training with ICIC receive individual or small group instruction to improve their skills.

The Indianapolis Star profiled ICIC's work with medical residents this summer in an article that was later picked up by the Associated Press. Soon

news websites across the country were reporting on ICIC's unique work with international medical residents.

"The interest in our programs from news organizations across the country shows what an important issue this is," notes ICIC Media Coordinator Kay Akard. "Most of us have been

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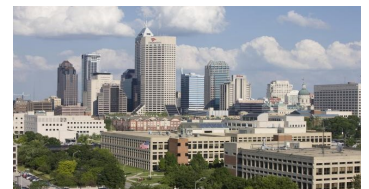
IUPUI HOSTS 2012 INTERCULTURAL RHETORIC CONFERENCE

The Indiana Center for Intercultural Communication (ICIC) will host the 7th Intercultural Rhetoric and Discourse Conference at Indiana University - Purdue University Indianapolis (IUPUI) next summer.

ICIC helped to establish the first week-long Institute on Contrastive Rhetoric and Written Discourse Analysis in

2004, followed by the First Conference on Intercultural Rhetoric and Written Discourse Analysis in 2005 on the IUPUI campus.

The conferences were created to further research in contrastive/intercultural rhetoric and intercultural discourse, and to create collaborations among leading research universities



and organizations. They typically attract more than 100 participants from the U.S and abroad. Previous conferences have been held at Georgia State University in

(2012 INTERCULTURAL RHETORIC CONFERENCE, cont. p. 5)

ICIC WORKSHOP ENHANCES WRITING SKILLS OF IUPUI'S INTERNATIONAL RESEARCHERS

ICIC presented a workshop on Scientific Grant Proposal Writing for international research scientists in May.

"This workshop was designed for non-native English speaking life sciences researchers from the university or hospital setting who are new to grant proposal writing or who want to improve the quality of their grant writing and the likelihood of future research funding," said Dr. Ulla Connor, PhD, ICIC Director.

IUPUI's Office of the Vice Chancellor for Research and the Office of Diversity, Equity

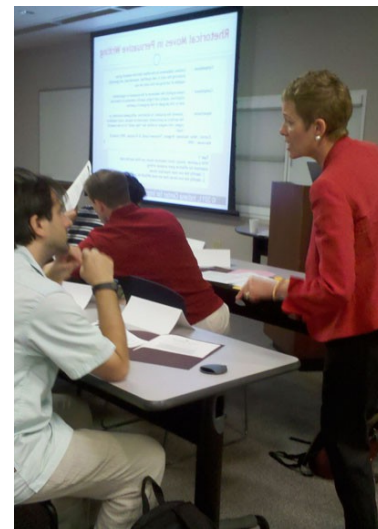
and Inclusion also sponsored the workshop, in collaboration with the Office of Postdoctoral Affairs at the Indiana University School of Medicine.

"The workshop was very interactive and engaging," Connor noted. "It provided an overview of the scientific grant proposal process, text analysis and guidance on specific linguistic and cultural writing considerations, and recommendations for improving the quality of grant proposals."

Connor, the Barbara E. and Karl R. Zimmer Chair in Intercultural Communication

and Professor of English at IUPUI, was one of the workshop presenters, along with Ann Kratz, Proposal Development Manager for IUPUI's Office of the Vice Chancellor for Research, and Lauren Harvey, ICIC's Assistant Director of Training. They shared their knowledge of scientific grant proposal writing at the workshop.

For more information on ICIC's future workshop opportunities, or to have ICIC staff design a workshop for your workplace training needs, contact us at (317) 274-2555 or icic@iupui.edu.



ICIC Director Ulla Connor working with international researchers at a recent writing workshop

STUDENTS LEARN MORE THAN JUST ENGLISH AT ICIC



Tsuda College students outside Cavanaugh Hall at IUPUI during their language and culture training program at ICIC this summer

For Japanese college student Tomomi Nagashima, learning English has always meant sitting in a classroom and listening to an instructor. Until this summer.

She had endless opportunities to practice English for herself recently as part of a unique language immersion program sponsored by the Indiana Center for Intercultural Communication (ICIC), a language and cultural training center in the School of Liberal Arts at Indiana University Purdue University-Indianapolis (IUPUI).

"In Japan, we are only hearing and listening to what the professor says. Here, I had more time to speak and answer questions. It helped me practice my English," Nagashima said. "Classes here

are more fun and enjoyable than regular college classes."

"In class, everyone needed to answer questions, so we had to speak English," added Haruka Toyama.

They both enjoyed staying with American families. "They were very friendly and kind. They took us to the market and many places near their house. To learn English, I think people should stay in homes in the United States," Nagashima said.

The two were among a group of sixteen students from Tsuda College, a women's university in Tokyo, who took part in engaging, interactive English classes while also learning first-hand about American culture. They took field trips to the Indiana State Fair, visited a YMCA summer camp filled with local school children, and went on an overnight excursion to Chicago.

According to Lauren Harvey, ICIC Assistant Director of Training and Written Communication Instructor for the Tsuda program, "the goals of this short-term intensive English program were to engage students in oral and written communication through active, collaborative learning and to encourage students to think critically about their viewpoints and opinions."

Classroom projects centered on women's leadership issues, a theme that allowed the students to connect with guest speakers and perhaps to think about their own futures more deeply.

"When I came, I was only thinking about my job for the future. After I learned about women's leadership, I learned there are many places to be a leader," Nagashima said. "Leadership is not only in the workplace, but real leadership also exists within the family."

(STUDENTS LEARN MORE THAN JUST ENGLISH AT ICIC, cont. p. 3)

RESEARCHER OFFERS INPUT ON CANCER CENTER WEB PORTAL

The Internet now offers unprecedented opportunities to disseminate healthcare information to patients and their families.

Indiana University's Simon Cancer Center sought to take advantage of these opportunities by creating an expansive Cancer Information Portal that addressed everything from diagnosis to treatment

options to symptom management.

There could still be further site development work in the future, however. Website contributors Katherine Schilling and Anna McDaniel suggest the design could better include "citizens who have poor literacy skills, are socio-economically disadvantaged, non-English speaking, or are otherwise on the wrong side

of health disparities and the digital divide."

Working closely with the Indiana Center for Intercultural Communication, André Buchenot's research project seeks to address these critiques by bringing together scholarship in health literacy and digital literacy in order to offer pointed suggestions for revising design and extending

efficacy.

His suggestions begin with Schilling and McDaniel's suggestions to break up text-heavy pages and continue into more complex notions of creating visual/conceptual cohesion across the Cancer Information Portal.

Buchenot will share his findings at the Health Literacy Annual Research Conference in October.

STUDENTS LEARN MORE THAN ENGLISH AT ICIC, CONTINUED

That was the message ICIC Board Member Joann Ingulli-Fattic, the former Human Resources Director for Global Sales and Marketing at Eli Lilly and Company, hoped to impart to the students.

"We share with them on a global basis: What does a leader look like and how can you exhibit your leadership in a global environment?" she said. "What I wanted to get across is that it doesn't matter where you are, you can be a leader in your own environment. Whether you are married or have children, whether you are working, your goal is to get the right things to happen. You can use your judgment as a good leader and your influence to help other people do the right things. That's the basic message. But I do it in a technique where I ask a lot of questions in order to make sure they understand what I am saying and so that they can practice their English."

Dr. Noriko Yagi, Ph.D., a business professor at Butler University, heard about ICIC's annual programs with Tsuda, her alma mater, and asked how she could be a part of it.

"They say that the mission of many of the women's colleges in Japan is to create good wives and mothers. Tsuda College is pretty different. The mission is to grow all-around women," Yagi noted. "We have the largest number of congresswomen in Japan. Many (Tsuda graduates) are working for international organizations, like the United Nations."

Yagi encouraged the young women to think about what she calls the "multiplicity of their roles as women," particularly if they choose to work in the international arena.

"If you go back to Japan, there is an expectation of how women behave, and then abroad, there is another expectation. You have (to manage) those different expectations," she said. "Women are usually more capable of doing that. You are a wife, you are a mother and you are a working business executive. You have to use different faces all the time, but in a cross-cultural situation it is more extreme."

Harvey said that the students are at the intermediate English proficiency level, but "by the end of the program, the students were more comfortable speaking English to answer questions and express their opinion."

Yagi said most Tsuda students thought their English was pretty good when they first arrived. "By Japanese standards, they are pretty good, but in a practical sense, are they able to communicate with American students and American teachers? They said it was quite a challenge," she said.

Students are learning more than just English at ICIC's program, she noted.

"It's not only about the language. You teach leadership," Yagi said. "This is really, really important for women at large – and not just women in Japan – to develop their leadership skills."

ICIC specializes in designing English language and cultural training programs for specific professional or academic needs. For more information, visit www.liberalarts.iupui.edu/icic or contact us at (317)274-2555 or icic@iupui.edu.



Tsuda students attend an Indiana Fever Women's Professional basketball game with ICIC's Lauren Harvey.

ICIC WELCOMES BOARD MEMBERS, VISITING SCHOLARS, STAFF

ICIC welcomes two new board members. **Robert DuFour**, Ph.D., is a research scientist with Competitive Health Analytics, Inc. **Eric Meslin**, Ph.D., is the Director of the IU Center for Bioethics and Associate Dean for Bioethics at the IU School of Medicine.

Two visiting scholars from China will be joining ICIC this fall. **Zhang Xiaojun** is an Associate Professor in the School of Foreign Languages at Beihang University in Beijing, China. She supervises a 30-member team of English language instructors who design writing courses for the 5,000 undergraduate students

at the University, and also teaches academic writing to Ph.D. students and MA candidates in Applied Linguistics. She serves as a consultant working with private industry in China teaching English language and intercultural training to Chinese executives.

Hu Zhiqing, Ph.D., is a Professor of Applied Linguistics in the English Department of the School of Foreign Languages at Huazhong University of Science and Technology in



Abby Nelson (left) and Sofie Lindholm were interns at ICIC this summer.

Wuhan, China. He has written and published extensively on linguistics and is the author of *Advanced English Reading*, published by Huazong

University of Science and Technology Press. He also helped compile *A Practical Chinese-English Production Dictionary*, and *A Dictionary of Current Idiomatic English*. ICIC also welcomes **Susan**

Hurt, ICIC's new Office Coordinator. Susan brings nearly 30 years of administrative experience from Eli Lilly and Company, along with a background in finance, training and development.

Two interns were an essential part of ICIC's staff this summer. **Sofi Lindholm**, a student at Abo Akademi University in Turku, Finland, is studying intercultural communication and translation. **Abby Nelson**, a student at Indiana Wesleyan University in Marion, Indiana, is majoring in TESOL Education with a minor in Intercultural Studies.

RECENT PRESENTATIONS AND PUBLICATIONS

National and International Presentations

- Connor, U. (2011, August). *Culture in ESP/LSP*. Paper presented at the 16th World Congress of Applied Linguistics, Beijing, China.
- Connor, U. (2011, June). *Intercultural rhetoric in second-language writing*. Paper presented at the Symposium on Second Language Writing 2011, Taipei, Taiwan.
- Connor, U. (2011, June). *Re-Imagining culture in second-language writing*. Paper presented at the Symposium on Second Language Writing 2011, Taipei, Taiwan.
- Connor, U., Kwan, B., Johnson, N., Feng, H., & Canagarajah, S. (2011, June). *Publishing in English: Perspectives from intercultural rhetoric*. Panel presented at the Symposium on Second Language Writing 2011, Taipei, Taiwan.
- Lauten, K., Antón, M., Balunda, S., Connor, U., Goering, B., Hayat, A., Roach, P. (2011, March). *Health literacy & medication adherence in diabetes*. Poster presented at the 2011 Kentucky Health Literacy Summit, Bowling Green, KY.
- Connor, U. (2011, March). *Culture(s) in global and local Englishes: Theory and teaching practice*. Paper presented at the 2011 TESOL Convention, New Orleans, LA.
- Connor, U., & Antón, M. (2011, February). *A cross-linguistic multi-method analysis of patient discourse*. Paper presented at the Writing Research Across Borders II Conference, Washington, DC.
- Connor, U., Cortes, V., Hardy, J., Mur Dueñas, P., Moreno, A., Suarez, L., Ruiz-Garrido, M., Fortanet-Gomez, I., & Palmer-Silveira, J. (2011, February). *Empirical intercultural studies of professional and academic discourses*. Panel presented at the Writing Research Across Borders II conference, Washington, D.C.

Publications

- Connor, U., & Rozycki, W. (in press). ESP and Intercultural Rhetoric. In B. Paltridge & S. Starfield (Eds.), *The Handbook of English for Specific Purposes*. UK: John Wiley & Sons, Inc.
- Connor, U., Antón, M., Balunda, S., Goering, E., Hayat, A., Lauten, K., & Roach, P. (submitted). Listening to patients' voices: linguistic indicators of diabetes self-management.
- Connor, U. (2011). *Intercultural Rhetoric in the Writing Classroom*. Ann Arbor, MI: University of Michigan Press.
- Rozycki, W., Connor, U., Pylitt, L., & Logio, L. (2011). Assessing cultural knowledge among international medical graduates. In B. Hoekje & S. Tipton (Eds.), *English language and the medical profession: Instructing and assessing the communication skills of international physicians*. Bingley, UK: Emerald Press.
- Upton, T., & Connor, U. (Eds.) (in press). *Language for Specific Purposes Section, The Encyclopedia of Applied Linguistics*. New York: John Wiley and Sons.
- Connor, U., & Rozycki, W. (in press). Culture in LSP/ESP. In C. Chapelle (Ed), *The Encyclopedia of Applied Linguistics*. New York: John Wiley and Sons.

CULTURE DOES MATTER, ACCORDING TO A NEW BOOK BY ICIC DIRECTOR ULLA CONNOR

Indiana University Purdue University Indianapolis (IUPUI) Professor Ulla Connor's latest book, *Intercultural Rhetoric in the Writing Classroom*, helps trace the evolution in the instruction of writing to second language learners.

Connor is Director of the Indiana Center for Intercultural Communication (ICIC), a language and cultural training center which is part of the School of Liberal Arts at IUPUI.

According to Thomas Upton, Chair of the Department of English at IUPUI and himself an applied linguist, "Professor Connor is internationally recognized as the leading scholar in the field of Intercultural Rhetoric."

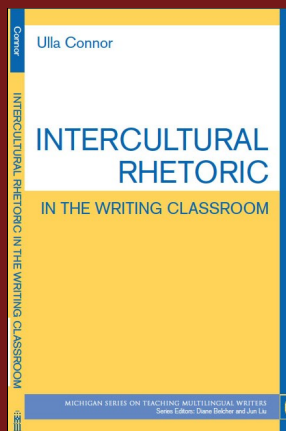
Connor has also put her theories into practice through ICIC, both in the classroom and in the business community.

"ICIC's work has highlighted the impact of intercultural rhetoric beyond teaching and writing and focused on teaching intercultural communication in many

other situations," notes Connor. The center has worked with businesses and non-profit organizations to enhance their business communication techniques

"You might have written in your first language in a certain way for a specific audience, however, this is a new audience."

—Ulla Connor, Ph.D.,
Author, *Intercultural Rhetoric in the Writing Classroom*.



in a variety of ways, and ICIC now is increasingly working with healthcare professionals.

Connor has also used her theory of intercultural rhetoric in a series of ICIC-sponsored workshops for international scientific researchers. These highly-popular workshops have

covered topics such as Academic Writing for Publication in English and Grant Proposal Writing.

Connor's ongoing message to scientists is that while

audience," she tells them.

While intercultural rhetoric makes room for both parties from different cultures to accommodate each other as intellectual and cultural equals, the primary focus, in most cases, Connor says, is still writing successfully for publication *in English*.

Connor's extensive body of academic work centers around these core principles, and has gained her a prominent role in the field of intercultural rhetoric, both in the United States and internationally.

Notes Upton, "With more than 100 published articles and book chapters and nearly a dozen authored and edited books, it can be argued that Professor Connor has had more influence on the field of Intercultural Rhetoric over the past 20 years than anyone. It is to a great extent due to her work in IR that she was named this year as a Chancellor's Professor at IUPUI."

some writing styles may be perfectly appropriate for one audience, they must understand the expectations of new, international audiences in order to be successful.

"You might have written in your first language in a certain way for a specific audience, however, this is a new

2012 INTERCULTURAL RHETORIC CONFERENCE, CONTINUED

Atlanta, Georgia, and the University of Michigan in Ann Arbor, Michigan.

Invited speakers for the 2012 conference include Dwight Atkinson, Diane Belcher, Viviana Cortes, Bill Eggington, Estela Ene, Miguel Ruiz-Garrido, Leena Louhiala-Salminen, Paul Kei Matsuda, Thomas Upton,

Xiaojun Zhang and Hu Zhiqing.

Papers will be presented during concurrent sessions and are invited on topics including (but not limited to): theoretical and empirical investigations, language and culture specific studies, and changing methodologies for research, among others. Submission deadline is

December 31, 2011.

Abstract submissions should be sent via e-mail to Dr. Ulla Connor, Conference Planning Chair, at icic@iupui.edu.

Early conference registration fee is \$150 or on-site registration is \$165. Student fee is \$50 for early registrants and \$65 on-site. Conference registration fee includes the

pre-conference workshop on *Corpus Linguistics Research Methods and IR* led by Dr. Viviana Cortes from Georgia State University from 1 to 5 p.m. on August 9 and the Opening Plenary Session at 6 p.m. the same day.

For more information call (317) 274-2555 or e-mail ICIC at: icic@iupui.edu.

MEDICAL RESIDENT TRAINING, CONTINUED

treated by an international physician, or we know second language learners who must communicate with medical personnel about sensitive medical issues. Clearly, this is something that affects nearly everyone, and it demonstrates the importance of ICIC's programs."

"According to the American Medical Association, twenty five percent of all practicing physicians in the U.S. are now overseas medical school graduates," said ICIC Director Ulla Connor.

Some of those doctors may face challenges connecting with U.S. patients.

"Research indicates that cross-cultural communication challenges between doctors and patients often arise from both linguistic barriers and cultural differences," noted Connor.

All of the incoming residents in the Family Practice program

who started this summer are international medical school graduates, according to Sharree Grannis, M.D., Director of the IU Health Family Medicine Residency Program and an assistant professor of clinical

family medicine at the IU School of Medicine.

"They are just as strong academically (as their U.S. trained peers) but unfortunately, if they make grammatical errors they are often perceived as less competent," she said. "If they fully participate in

the ICIC program, it helps them tremendously."

ICIC staff members evaluated residents' oral and written English communication skills and medical culture perceptions, using proprietary assessment tools developed

with the Indiana School of Medicine. Additional training in specific areas of communication was recommended for some of the residents.

Resident Diana Morales Zelaya, M.D., went to medical school in Honduras and participated in ICIC's program last year. "They helped me with my pronunciation skills so I could be understood more clearly," she said. She found the follow-up sessions, where she was paired with other medical residents who had the same goals, very helpful. "It's the small things, like choosing between using the word 'surgery', 'operation' or 'procedure' that can make the difference when talking with patients. All of the residency programs should incorporate ICIC in their training."

Much of ICIC's work centers around the language of healthcare – helping doctors from overseas connect with patients here – and helping all physicians communicate

more effectively with an increasingly diverse U.S. patient population.

"National requirements for doctors are increasingly focused on communication skills, making these sorts of programs essential training for all physicians and health-care workers," Connor said.

Two of the bilingual Family Practice residents will eventually be working at a hospital in Lafayette, where as many as 30 percent of the patients are Hispanic, according to Grannis.

Given the enormous influx of immigrants over the last decade, physicians experienced in cross-cultural challenges are invaluable. "I will never forget a patient who was so grateful to finally be able to speak with a doctor in her own language," Grannis said. "She told me, through her tears, 'no one has ever taken the time to listen to me before.' Having doctors who can speak languages in addition to English is a tremendous asset."

"If they fully participate in the ICIC program, it helps them tremendously."

-Sharree Grannis, M.D., Director, IU Health Family Medicine Residency Program

INDIANA CENTER FOR INTERCULTURAL COMMUNICATION

IU School of Liberal Arts

Indiana University - Purdue University Indianapolis (IUPUI)

334 N. Senate Ave., Suite GL-A

Indianapolis, IN 46204 U.S.A.

<http://liberalarts.iupui.edu/icic/>

E-Mail: icic@iupui.edu

Tel. 317.274.2555

Fax: 317.641.1929



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