Appendix I: Bibliographies

A. On Intercultural Communicative Competence


**B. On Assessment, Outcomes & Impact**


Hofstede, Gerte. (His IBM Study, on request).


Johnson, Lissa; Benitez, Carlos; McBride, Amanda Morre and Olate, Rene. 2004. Youth Volunteerism and Civic Service in Latin America and the Caribbean: A Potential


C. Additional Resources

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