Effectively managing conflicts and harmonizing intercultural relationships are essential tasks of intercultural communication research. This book seeks to find effective intercultural conflict management solutions by bringing together a group of leading international scholars from different disciplines to tackle the problem. Integrating the latest work on conflict management and intercultural harmony, Conflict Management and Intercultural Communication takes an interdisciplinary approach, adopts diverse perspectives, and provides for a wide range of discussions. It will serve as a useful resource for teachers, researchers, students and professionals alike. Intercultural situations are characterized by encounters, mutual respect and the valorization of diversity by individuals or groups of individuals identifying with different cultures. By making the most of the cultural differences, we can improve intercultural communication in civil society, in public institutions and the business world. How can these Case Studies help you? These case studies were made during the classes at the Master of Advanced Studies in Intercultural Communication. Therefore, they used the most updated skills, tools, theories and best practices available. In book: The Routledge Handbook of Language & Intercultural Communication (pp.279-295). Edition: 1st Ed. Chapter: Understanding IC Conflict Competence. The fifth section. recommends some specific identity threat management and facework. management strategies in promoting intercultural conflict competence. The. sixth section proffers directions for future theorizing and researching on the. motif of intercultural conflict competence. Intercultural conflict is defined in this chapter as the perceived or actual. incompatibility of cultural values, situational norms, goals, face orientations, scarce resources, styles/processes, and/or outcomes in a face-to-face (or.