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Abstract

Intercultural competence is an increasing area of research in the field of medical communication, and of special interest in a multilingual and multicultural country like Luxembourg. In our study, a heuristic model of intercultural competence was built by integrating several existing and complementary theoretical models. This newly created model includes situational conditions, personal conditions, and components of intercultural competency (i.e., knowledge and skills). The present study investigated the view of doctors in Luxembourg on the concept of intercultural competency, as it is depicted by this model. The research questions were explored by a qualitative research design. Interviews were conducted with general practitioners (N = 12) and those were analysed by qualitative content analysis. The findings confirm the complexity of the definition of intercultural competence in the medical setting and they highlight the importance of language skills and cultural experience for the practitioners' conception of intercultural competence.