EASP MEETING on
INTERGROUP COMMUNICATION

Bologna, 26-28 June 2019

Department of Psychology
Alma Mater Studiorum - University of Bologna

Viale Berti Pichat, 5
Bologna – Italy
WEDNESDAY

09:00  Registration

09:15 – 9:30  Opening
- Prof. Vincenzo Natale (Head of the Department of Psychology, Alma Mater Studiurum University of Bologna);
- Prof. Monica Rubini (Alma Mater Studiurum University of Bologna);
- Dr. Michela Menegatti (Alma Mater Studiurum University of Bologna)

9:30 - 11:00 Symposium:
COMMUNICATING CATEGORY MEMBERSHIP THROUGH WORDS AND VOICES
Mauro Bianchi and Valentina Piccoli

Lesbian invisibility by default: The intersectional effects of representing gender categories as heterosexual and homosexuals as men
Andrea Carnaghi (University of Trieste), Peter Hegarty (University of Surrey), Fabio Fasoli (University of Surrey) and Davide Zotti (University of Trieste)

In this set of studies we first tested whether gender categories (men and women) were processed as heterosexual by default as well as whether homosexual, but not heterosexual, was processed in an androcentric fashion. Second, we tested whether the heteronormative bias of gender categories and the androcentric bias of homosexual was specific to the category in question and did not extend to other social categories. Third, we demonstrated that heterosexual women were more typically indicated as the victim of gender discrimination, and that homosexual men were more typically indicated as the victim of sexual orientation discrimination. In sum, the heteronormative bias of gender categories and the androcentric bias of homosexual contribute to making lesbian women cognitive invisible as well as to promote the social denial of lesbian women as the victims of both forms of discrimination. These results were discussed with respect to the current models of category intersection.

On the descriptive and expressive function of derogatory group labels: An experimental test
Mauro Bianchi (HEI-Lab-Lusófona University / ISCTE-Lisbon University Institute), Andrea Carnaghi (University of Trieste), Valentina Piccoli (University of Trieste) and Davide Zotti (University of Trieste)

Research has debated whether derogatory group labels fulfill both descriptive (i.e., they convey information about the group membership of their targets) and expressive (i.e., they express evaluative attitudes) functions or merely partake an expressive one. By using a pseudo-word paradigm, in two studies we tested whether derogatory labels differed from category and slur labels in their descriptive (i.e., pointing to group membership) and expressive functions (i.e., perceived offensiveness and social acceptability). Results indicated that derogatory labels were similar to category labels in pointing to group membership, and were perceived has more offensive than slurs. Labels’ perceived offensiveness was
negatively correlated to their social acceptability. Moreover, participants’ prejudice towards the groups that were targets of derogatory label affected their perceived offensiveness and social acceptability. Results are discussed in line with the recent debate on labels’ functions and suggest that derogatory group labels bear both descriptive and expressive implications.

**I am gay, and I call you a “fag”: Reclaiming of homophobic language by sexual minorities members**
Patrice Rusconi (University of Surrey), Fabio Fasoli (University of Surrey), Mauro Bianchi (HEI-Lab-Lusófona University / ISCTE-Lisbon University Institute) and Andrea Carnaghi (University of Trieste)

Heterosexuals can discriminate against sexual minorities by using homophobic language. Sexual minorities can challenge the stigma associated with homophobic labels by using them to self-label (‘reclaiming’). Research has shown that self-labelling decreases the perceived and observed offensiveness of homophobic slurs and it enhances gay men’s power. However, there is no investigation on the perception of homophobic slurs used by gay men towards other gay men. In our cross-cultural experiments (N = 211) gay men listed common homophobic slurs and recalled episodes in which they were the target and these labels were used by themselves (self-labelling), another gay man (ingroup-labelling) or a heterosexual man (outgroup-labelling). Results showed that gay men rated homophobic slurs as less offensive and as more empowering when used by themselves or another in-group member rather than by a heterosexual man. Self- and ingroup-labelling’s valence and power were perceived differently across countries showing the cultural effects on reclaiming.

**Sounding gay, speaking as a “fag”: Auditory gaydar and the perception of reclaimed homophobic language**
Fabio Fasoli (University of Surrey), Peter Hegarty (University of Surrey), and Andrea Carnaghi (University of Trieste)

Reclaimed’ language is defined as hearing a group slur as positive and perceiving a speaker from that group who uses it as empowered. Labels re-appropriated by sexual minorities (e.g., queer), have been described as audible as reclaimed language on the basis of experiments using written stimuli in the USA with speakers of unspecified sexual identity. We used auditory gaydar to convey speakers’ sexual orientation in experiments in the UK and Italy (N= 279). Gay- and straight-sounding male speakers used a category label (‘gay’) or homophobic slur (‘fag’) to label themselves or another. We measured label offensiveness and speaker empowerment. Homophobic labels were deemed less offensive when used by gay-sounding speakers, suggesting reclaiming. Crucially, gay-sounding speakers who self-labelled with fag were not perceived as empowered in either country. Rather, straight speakers who did so seemed less powerful. Reclamation processes impacts inferences about speech acts first and beliefs about speakers only second.

**Female objectification through the sound of voice**
Valentina Piccoli (University of Trieste), Andrea Carnaghi (University of Trieste), Fabio Fasoli (University of Surrey), and Mauro Bianchi (HEI-Lab-Lusófona University / ISCTE-Lisbon University Institute), and Rosanna Coladonato (University of Trieste).

Objectification studies mostly focused on how individuals visually process women and how wearing revealing clothes and posing sexy affects perception of women. Little is known as to whether the female
voice can trigger objectification. Six female speakers were instructed to read sentences describing different neutral behaviors (e.g. buy a gift) spontaneously (control condition), while emphasizing their appearance (appearance condition) or their competence (competence condition) through voice. Experimental participants were asked to listen to two sentences withdrawn from the control, the appearance and the competence condition. After each recording, each speaker was rated in terms of sexiness and competence while the voice was assessed for naturalness. Results showed that speakers were rated as sexier and less competent in the appearance than in the competence and control conditions, and these results were independent from the voice naturalness. The findings suggest that voice can be a cue of objectification.

11:00 – 11:20 Coffee Break

11:20-12:15 Panel
GENDERED COMMUNICATION

Don’t call it a man’s job: Communication can reduce reliance on stereotypes in job applicant selection
Giulia Buscicchio (Catholic University of Milan) and Mauro Bertolotti (Catholic University of Milan)

Psychosocial research has shown that communication in public and organizational settings can reinforce gender stereotypes, often preventing women’s access to the job market. In fact, the prevalence of males in certain professions is often described as normal or even desirable, when the (stereotypically male) agentic characteristics are emphasized in job descriptions. We investigated participants’ view of several job positions, measuring their perception of the share of male and female jobholders, and the job-specific desirability of agentic or communal traits. We then manipulated the perceived prevalence of males and females in two professional groups, and the relative desirability of agentic and communal traits, by providing participants with different information regarding successful jobholder exemplars, and different versions of a job description in a candidate selection task. Results showed that, although participants’ choices were driven by gender stereotypes, their effect was reduced when communication conveyed alternative norms to be used in hiring process.

When the face speaks for us: Competence, morality, and attractiveness inferred from faces predict hiring decisions for women (not for men)
Sara Pireddu (University of Bologna), Michela Menegatti (University of Bologna), Elisabetta Crocetti (University of Bologna), Silvia Moscatelli (University of Bologna), and Monica Rubini (University of Bologna)

Faces represent one of the richest and most powerful means to communicate with others. At a first glance of a face we make numerous inferences concerning personal traits of that person, and in turn, such traits are used to make decisions about him/her. In the present study, we examined the role of morality, competence, and attractiveness perceived from faces in predicting hiring decisions for men and women. For all the applicants, results showed that facial competence directly predicted hiring decision. However, decisions concerning female applicants were based on multiple dimensions – facial morality, competence, and attractiveness – with the mediation of the overall impression. In contrast, facial competence was the only predictor of impression and, in turn, hiring decision about men. These findings suggest that women’s chances of getting a job are less than those of men whenever they do not communicate morality, competence, and attractiveness through their face.
If I am straight you are awry": Social category label of the majority group enhances sexual prejudice
Simona Sacchi (University of Milano-Bicocca), Marco Brambilla (University of Milano-Bicocca), Maria Giuseppina Pacilli (University of Perugia), Ilaria Giovannelli (University of Perugia), Federica Spaccatini (University of Perugia), and Stefano Pagliaro (University of Chieti-Pescara)

Prior studies on social category labels (SCL) effect showed detrimental consequences of slurs (fag/gay) and apparently neutral terms (homosexual/gay) on prejudice. However, this stream of research exclusively focused on SCL applied to minorities. Here we aim to explore the influence of labels when referred to the majority group. We hypothesized that the word “straight” might implicitly suggest a stronger association between the majority group and a sense of rectitude, thus enhancing the prejudiced response toward gay men. Two experiments were carried out where a social target was presented as heterosexual vs. straight; then attitudes toward a second social target (a gay man) were assessed. The studies consistently showed a detrimental effect of the label “straight” on the attitudes about the minority group member but only for highly religious participants. Implications for the relation between language and prejudice will be discussed.

Mixed gender committees as a strategy to reduce gender bias in personnel assessment.
Monica Rubini (University of Bologna), Francesca Prati (University of Oxford), Michela Menegatti (University of Bologna), Silvia Moscatelli (University of Bologna), Corine Stella Kanfack (University of Bologna), Sara Pireddu (University of Bologna), Elisabetta Crocetti (University of Bologna), Marco Giovanni Mariani (University of Bologna).

The present research investigated the spontaneous reference to the criteria of competence, morality, and sociability in descriptions made by professional committees evaluating female and male employees’ work performance. We examined whether professional committees used different criteria in their performance appraisal of male and female employees and how gender of committee members influences this outcome. The evidence showed that men were primarily evaluated on the basis of their competence, while women were evaluated on the basis of their performance in all the three (evaluative) criteria, thus showing a gender bias against women in performance evaluation. Moreover, using mixed compared to same gender committee members reduced this gender bias. Overall, the evidence reveals how women suffer discrimination compared to men and suggests that mixed gender committees are an effective way to reduce gender bias in the performance appraisals.

12:15 - 13:00 Keynote Speaker

NAOMI ELEMMERS, University of Utrecht
Communicating about Morality: Changing Identities and Shared Values

Communications about moral norms and shared values are used to define people’s group memberships and social identities. Even if it is possible to define universal moral norms (e.g., “care for others”), groups can and do differ in their distinct interpretation of such norms (e.g., “help migrants” vs. “protect your family”). Professional, cultural or religious groups and communities often specify their own sets of moral guidelines to identify ‘proper’ group members, regulate the behavior of individuals, and sanction those who transgress them. This is functional to the extent that such guidelines provide groups and their members with a unique and distinct social identity. Yet, disagreement about the implications of universal moral guidelines can also constitute a source of social tension and intergroup conflict.
Biased language use: How language reflects and maintains perceived social-category entitativity, stereotype content and essentialism.
Camiel J. Beukeboom (Vrije Universiteit Amsterdam) and Christian Burgers (Vrije Universiteit Amsterdam)

In a recent review article (Beukeboom & Burgers, 2019 RCR) we presented a theoretical framework that integrates the linguistic means through which social-category stereotypes are communicated and maintained. This framework summarizes how specific aspects of language use (in both labeling and behavior descriptions) relate in predictable ways to the formation and maintenance of perceived category entitativity, stereotype content, and perceived essentialism of described characteristics. In this talk I will present recent experimental findings in line with this theoretical framework. In two studies we focused on (1) the link between linguistics labels and perceived category entitativity and essentialism, and (2) the combined effects of label types (generic vs. specific) and negation (vs. affirmation) use in behavior descriptions on perceived category entitativity, stereotype content and perceived essentialism of described behaviors.

(Concrete) criticisms are welcome: Linguistic abstraction as a moderator of the intergroup sensitivity effect
Silvia Moscatelli (University of Bologna), Francesca Prati (University of Oxford), and Monica Rubini (University of Bologna)

This research examined whether linguistic abstraction in group-directed criticisms moderates the intergroup sensitivity effect. Study 1 (N = 76) showed that criticisms coming from an outgroup member and formulated in concrete terms – which imply lower generalizability and stability of the information transmitted – provoked less negative reactions compared to outgroup criticisms formulated in abstract terms. Linguistic abstraction did not affect reactions to ingroup criticism. In Study 2 (N = 77), receivers of concrete criticism from an outgroup representative attributed less hostile intentions and prejudice to the critic, and this mediated the impact of critic group membership and linguistic abstraction on negativity towards criticism. Participants also reported more favorable attitudes towards the outgroup as a whole when outgroup criticism was formulated in concrete terms. This research underlines that linguistic abstraction can facilitate or obstruct effective group communication, and has important implications for the development of communicative strategies aiming to promote social change.

Linguistic Agency Bias: Verbs as markers of agency are used more in reference to ingroups than outgroups
Magdalena Formanowicz (University of Surrey)

Agency (i.e., striving to achieve goals) is a basic dimension of evaluating social groups, with more agency assigned to ingroups than outgroups. Linguistic agency bias (LAB) captures this tendency in language use. Verbs, prototypically associated with actions, serve as agency indicators; thus, in LAB, ingroups more than
outgroups should be described with verbs. Four studies using large-scale quantitative analysis of natural language use covering more than 200 billion words, extending into 20 countries, and addressing various ingroup and outgroup combinations, provide strong evidence for LAB. The automatized part of speech tagging that LAB utilizes gauges the intergroup bias at a grammatical level. Thus, in diagnosing intergroup discourses, LAB is a useful theoretical and methodological extension of linguistic intergroup bias (LIB) because no effort is required to code expressions referencing social groups. In general, LAB further attests to the role of language in the formation and maintenance of social biases.

The Spatial Ingroup Bias: Own sport teams follow script direction
Maria Laura Bettinsoli (NYUAD), Caterina Suitner (University of Padua), and Anne Maass (University of Padua)

In three studies, we test the hypothesis that people, asked to envisage interactions between an ingroup and an outgroup, tend to spatially represent the ingroup where writing starts (e.g., left in Italian and right in Arabic) and as acting in script direction. Using soccer as a highly competitive intergroup setting, in Study 1 (n= 100) Italian soccer fans were found to envisage their own team at the moment of the kick-off on the left side of a horizontally displayed soccer field, hence playing rightward. Study 2 (n = 60) replicates this finding both in situations of victory and defeat. Study 3 (n= 67 Italian, n = 67 Arabic-speakers) illustrates the cultural underpinnings of the Spatial Intergroup Bias, showing a rightward ingroup bias for Italian speakers and a leftward ingroup bias for Arabic speakers. Findings are discussed in relation to how space is deployed to symbolically express ingroup favoritism (Spatial Ingroup Bias) vs. shared stereotypes (Spatial Agency Bias).

The ArtIC Effect: Articles use in intergroup contexts
Caterina Suitner (University of Padova) and Nadia Lepastorel (University of Rennes)

The main goal of the present work is to investigate the use of articles from a social-cognitive perspective. We argue that targets described with definite articles (e.g., the) are proposed as specific cases, which reduces their representativeness for the social category they belong to. Conversely, targets described with indefinite articles (e.g., a) are proposed as an instance of a category, which enhances their representativeness for the social category. Three experiments (Nstudy1a = 38; Nstudy1b = 90; Nstudy2 = 99, Nstudy3 = 167) examine how definite (vs. indefinite) articles are used to describe positive and negative behaviours of in- and out-groups. Results show that indefinite articles appear more appropriate to describe a positive action of an ingroup member (Study 1b). Conversely, definite articles appear more appropriate to describe positive actions of an outgroup member (Study 1a) and negative actions of an ingroup member (Study 1b). In Study 2 and 3, we investigated the consequences of using definite or indefinite articles in terms of stereotype communication and maintenance, examining article’s effect on generalization of a member’s negative behaviour to the whole group. The use of articles is discussed as a new linguistic bias in intergroup context, named the ArtIC (Articles use in Intergroup Contexts) effect.
Social identity & attitudes towards HIV pre-exposure prophylaxis: Implications for health communication
Rusi Jaspal (De Monfort University) and Barbara Lopes (Emory University)

This study focuses on social identity and prejudice as causal variables in public attitudes toward HIV pre-exposure prophylaxis (PrEP). 223 individuals participated in an experimental study with a 2x2x2 design with between-participants factors of ethnicity, sexual orientation and gender, and completed measures of attitudes toward gay men, Black Africans, and PrEP. A Univariate ANOVA revealed more positive attitudes toward PrEP when it was presented as benefitting men (vs. women). The relationship between the independent variables of gender, ethnicity and religion and the dependent variable of attitudes toward PrEP was mediated by attitudes toward gay men and Black Africans. The model suggests that individuals must perceive the principal beneficiaries of PrEP (i.e. gay men and Black Africans) positively in order to endorse PrEP for these groups, and that sexism may reduce public acceptability of PrEP for women. The implications of social identity and prejudice for health communication are outlined.

Managing patient aggression in hospitals: A training of competent accommodation to prevent work place violence
Rachyl Pines (University of California - Santa Barbara), Howie Giles (University of California - Santa Barbara), and Bernadette Watson (Hong Kong Polytechnic University)

Violence and aggression against staff in hospitals has long been a global and largely under reported, yet common concern, for those who work there (Lavoie, Carter, Danzl, & Berg, 1988). Despite previous research focusing on strategies of violence management, very little research – and none in intergroup communication literature - has gone beyond describing the nature of the problem. Strategies for violence prevention previously identified in the literature that are apparent in communication focus (e.g., not including seclusion, restraints, or antipsychotic drug administration) have been interpersonal skills-focused and by themselves are inadequate. In addition, previous research has lacked a theoretical basis (Johnson & Hauser, 2001). This study (under IRB review, data to be collected in May) will address these limitations by delivering a training, framed by intergroup theory (i.e. Communication Accommodation Theory), on strategies for interactions between aggressive patients and healthcare staff, and test their effectiveness for violence prevention and organizational norms.

Exploring professional relationships in Hong Kong hospitals: A comparison with USA and Australian hospitals.
Bernadette Watson (Hong Kong Polytechnic University)

This study compares the intergroup relations between health professionals identified in hospitals in the USA and Australia (Western cultural context) with Hong Kong hospitals (Eastern cultural context). Fifty healthcare providers from Hong Kong public hospitals, representing a diverse range of health professions and seniority levels participated in one-on-one interviews. They described the barriers and facilitators to patient care delivery and the communication difficulties they face. Findings mirrored previous research from the USA and Australia regarding hierarchy and intergroup relations and nonaccommodative
interactions. This intergroup environment has been linked to miscommunication and adverse outcomes for patients and is indeed a wicked problem. This study also examined specific facilitators to positive patient outcomes and the associated accommodative interactions between health professionals that led to quality care. It considers not only how intergroup relations between health professionals often hinder good patient care but in what circumstances they may facilitate good patient outcomes?

Effective communication between doctors and patients
Liz Jones (Griffith University), Nicola Sheeran (Griffith University), Bernadette Watson (Hong Kong Polytechnic), and Gordon Gan (Griffith University)

Effective communication between doctors and patients is important for patient satisfaction and patient outcomes. We need to understand from the perspective of patients what they regard as effective communication. Using communication accommodation theory (CAT), we examined patient preferences for 3 different CAT strategies (emotional expression, discourse management and interpersonal control). 431 participants completed an online survey, where they were randomly assigned to either a vignette where the participant had a stigmatised or a non-stigmatised illness. Each participant rated 3 vignettes of a hypothetical interaction they had with the doctor, which varied the communication strategy the doctor was using. No one strategy was preferred, with qualitative responses revealing why participants rated different strategies more favourably. The findings demonstrate the communicative challenge for doctors of meeting different patient expectations.

Beyond homophily: Non-verbal cues associated with intergroup processes in virtual health encounters
Janice Krieger (University of Florida), Melissa Vilaro (University of Florida), Lauren Griffin (University of Florida), Fatemeh Tavassoli (University of Florida), Mohan Zalake (University of Florida), Francois Modave (Loyola University Chicago), Peter Carek (University of Florida), Thomas George (University of Florida), and Ben Lok (University of Florida).

Approximately three quarters of family practice physicians in the United States self-identify as White. However, the U.S. patient population is growing increasingly diverse, meaning that many patient-physician dyads are discordant with regard to race/ethnicity and language. This trend may exacerbate existing health disparities, given that discordant interactions are associated with reduced compliance with medical recommendations, decreased communication satisfaction, increased perceptions of discrimination, and lower levels of patient trust in their provider. One strategy for increasing racial/ethnic and linguistic concordance in health interactions is through the use of virtual health assistants (VHAs). The purpose of this study is to explore the acceptability of a black, female VHA for delivering cancer screening recommendations to older adult black women living in the southeastern United States. Drawing on agile software development principles, focus groups (n=8) and think-aloud interviews (n=6) were conducted with rural Black women (N=50) between 50 and 73 years old in the Southeast United States. Using Communication Accommodation Theory as a sensitizing framework, focus group and think aloud interview transcripts were coded to identify non-verbal characteristics of the VHA that were perceived as conveying “convergence” or “divergence” with social identity group norms. Results demonstrate that particular non-verbal cues were associated with whether the black female VHA was perceived as an ingroup or outgroup member. Specifically, perceptions of early versions of the VHA focused on extrinsic qualities of the VHA (e.g., hairstyle, sounding “black”). As the non-verbal cues began to conform to expected social group characteristics of Black women, participant feedback concentrated on intrinsic interpersonal qualities of the
VHA (e.g., knowledgeable, convincing). The results of this study indicate the importance of ensuring that VHAs being used in interventions to reduce health disparities conform to the nonverbal norms of their intended audience.

16:30 – 16:50 Coffee Break

16:50 – 17:50 Panel

COMMUNICATION AND IMMIGRANTS

Exploring generalized trust: the impact of media representation of immigrants
Federica Spaccatini (Università degli Studi di Torino), Cristina Onesta Mosso (Università degli Studi di Torino), and Pierluigi Conzo (Università degli Studi di Torino)

To date immigration issues are of great political and social relevance. A strand of research showed that ethnic diversity is negatively associated with generalized trust, a key ingredient for societies’ socio-economic functioning. Another strand of research demonstrated that in mass media immigrants are often associated to social problems, e.g. delinquency; such negative representations are also shown to produce long-lasting effects on people’s perceived threat and attitudes towards immigrants. Linking these lines of research, this study examined the impact of media representation of immigrants on generalized trust. Participants (N = 277, Mage = 22.26; SDage = 6.59) were presented with a negative (vs. positive vs. none) representation of immigrants, and reported their perceived threat, social perception of immigrants and trust in most people. While no direct effects of the representation are found, perceived threat and morality attributed to immigrants sequentially mediated the relationship between valence of representations and generalized trust.

Linguistic discrimination towards marginalized outgroups: Can intergroup threat enhance bias?
Flavia Albarello (University of Bologna)

Recently, there has been an increase in political ethnocentric attitudes resulting in a worldwide call to establish barriers against “foreigners” and in depicting immigrants as a threat. This experimental study considered the effect of intergroup threat (no-threat, realistic threat, symbolic threat) due to immigrants in enhancing discrimination towards Roma (one of the most numerous and very negatively stereotyped minority group in Europe). An implicit measure of linguistic discrimination (language abstraction of terms used in Roma descriptions) and an explicit measure of affective prejudice (feelings thermometer) were employed. The relation between implicit and explicit discrimination was also analyzed. Findings confirmed the hypotheses that intergroup threat would enhance linguistic derogation and affective prejudice towards Roma and that linguistic abstraction would mediate threat’s effect on affective prejudice against Roma. Findings’ implications with reference to the role of language in shaping intergroup relations and social exclusion towards very stigmatized outgroups will be discussed.

Reducing adolescents’ linguistic discrimination against migrants: A longitudinal study
Elisabetta Crocetti (University of Bologna), Flavia Albarello (University of Bologna), and Francesca Golfieri (University of Bologna)
This longitudinal study investigated whether adolescents’ language to define migrants in terms of individuals, outgroup members, and human beings can be predicted by their levels of prejudice against migrants, use of multiple categorization, and identification with the human group. Participants were 170 Italian adolescents. At Time1, they filled measures of prejudice, multiple categorization, and human identification. One year and half later (Time2), they filled the same measures and provided a linguistic description of migrants. Such descriptions were coded and through a cluster analysis three groups, based on the prevalence of each level of description (personal, social, human), were identified. Results indicated, both longitudinally and concurrently, that higher prejudice was related to a stronger use of the social level compared to the human one; whereas higher multiple categorization and human identification were related to a greater use of the human level compared to the social one. Overall, findings highlight that multiple categorization and human identification are core factors for reducing linguistic discrimination.

Temporality and locality on fear-related construction of otherness: Reflections on the depictions of immigrant flows in Greek Islands
Myrsini Dogani (University of Piraeus)

This paper comes as a reflective analysis of an extensive research project around the fearful depictions of the refugee crisis in the local Greek Press. Our corpus consists of the fear narrations on the local Greek press of the host islands over the refuge influx in Greece. We focus on the dialectic between fear argumentation and the construction of demonized otherness in the refugee crisis context. The analysis of our corpus, while the literature review, highlighted that the features of fear that are most presented in the construction of a demonized otherness revolve around temporality and locality. As a combined schema, temporality and locality contribute in the depiction of a fearful alienness. Aim of this reflective research is exporting empirically and theoretically grounded typologies that explore the correlations between fear depiction and construction of demonized otherness. In that typology there are two central types (time and locus) that work as fear specifiers in the construction of demonized otherness. The combinations and the variants of time and locus give a typological system of ten typologies than rank the fearful narrations over refuge crisis in terms of constructing a demonized otherness. That typological system comes as result of an extend qualitative study, while the explorations of time and locus as fear attributes of demonized otherness comes as data of a reflective analysis.

17:50 – 18:30 Panel
COMMUNICATION AND REFUGEES

Let respondents speak freely: Attitudes to refugees in Poland
Karolina Hansen (University of Warsaw) and Aleksandra Świderska (University of Warsaw)

Surveys show that 72% of Poles is against accepting refugees. However, the polls only ask closed-ended questions, forcing respondents to a “yes” or “no”. To better understand attitudes to refugees, we conducted two studies on samples with a structure representative for the Polish population (N=271, N=296). The studies used a convergent parallel mixed methods design. We asked closed- and open-ended questions about what Poland should do regarding the influx of refugees to Europe. Manual as well as
automated text analyses showed that only one third of participants (32%, 38%) was against accepting refugees. However, many conditions were set as to who should be allowed to come and what refugees should do after arrival. Our results stress that respondents should be allowed to state their opinion in their own words. We also show how triangulating different methods of textual data analysis allows for better understanding of the studied phenomena.

**Describing refugees with a “flooding” metaphor shapes perceptions of threat and political attitudes towards immigration**
Susanne Bruckmüller (University of Erlangen-Nürnberg), Maike Braun (University of Erlangen-Nürnberg), and Birte Siem (University of Hagen)

Metaphors fundamentally shape our understanding of the world and complex social phenomena are often made more accessible via metaphors. In several countries, a particularly common metaphor for immigration is that of a “flood” against which the boarders have to be protected (“sealed”). Critics often raise concerns that such metaphors dehumanize refugees, present them as threatening, and thereby cause more restrictive immigration policies. We tested these hypotheses in a preregistered study ($N = 382$). German participants who read a text about the European refugee crisis with the “flooding” metaphor perceived higher symbolic and realistic threat from refugees and indicated higher support for restrictive immigration policies than participants who read the text without this “flooding” metaphor. However, these effects did not extent to participants with a high tendency for socially desirable responses. We found no effects on dehumanization but have good reason to assume that this was due to the chosen dehumanization measure.

**Not my past? Relations between young German adults’ confrontation with the time of National Socialism and present-day attitudes towards discrimination and social outgroups**
Michael Papendick (Bielefeld University), Jonas Rees (Bielefeld University), Franziska Wäschle (Bielefeld University), and Andreas Zick (Bielefeld University)

Remembrance and communication of the time of National Socialism have become topics of political and societal discourse in Germany. We examine young German adults’ ways of access to Germany’s National Socialist past (e.g., via education, media and transgenerational narratives) and how this confrontation correlates with perceptions of discrimination in society and attitudes towards refugees today, using a subsample from a representative telephone survey ($N = 1.000$) that was conducted to map the current status of memory culture in Germany. Results show significantly positive links between confrontation with National Socialism and the perception of ($r = .63$) as well as the willingness to engage in actions against discrimination ($r = .48$) and positive attitudes towards refugees ($r = .59$). These, however, are moderated by participants’ national identity, with correlations dissolving for those highly identified with Germany. Results will be discussed in the theoretical context of collective memory and social identity theory.
Introducing accommodating and nonaccommodating communities
Howie Giles (University of California – Santa Barbara) and the Santa Barbara Police Department

This paper begins by introducing and discussing a communicative paradox. On the one hand, a cross-cultural program of research on civilian-law enforcement encounters has demonstrated that construing officers as interpersonally accommodating leads to increased trust in police in general and seeing them in less intergroup terms that, in turn, fosters greater compliance with directives from, as well as greater willingness to assist, them (e.g., Choi, Khajavy, Raddawi, & Giles, 2019). On the other hand, it has been shown that accommodating officers, in contrast to those less accommodating, are those most likely to be killed in the field (e.g., traffic stops). Relatedly, a model of when of racial profiling attributions are levied against officers emerges after a cycle of nonaccommodating stances between both officers and minority civilians. The paper concludes by elaborating a general model of police-civilian communication proposed by Choi and Giles (2012) that relates to other panel contributions.

Police culture: Us versus them communication
Shawn Hill (Santa Barbara Police Department)

This paper examines the pervasive us versus them mentality that exists within the law enforcement subculture, and examines various modes of communication (and lack thereof) that allow such a condition to exist, despite its hindrance on positive community relationships. From police academy training, informal rank and file socialization, law enforcement policy, and the moral panic invoked through media messaging, sworn law enforcement and civilians alike are constantly subjected to the contrasting nature of existence between civilian community members and sworn law enforcement. The resulting actions (and inactions), intergroup in nature, are damaging to the collaborations and relationship building necessary to overcome barriers that divide our law enforcement and civilian communities. The deliberate constructing of the police worldview by law enforcement agencies, and the following community expectation of the police guardian, is therefore conflicted in nature, and perpetuates the us versus them mentality that impedes successful immersion and acceptance of officers in their respective communities.

Keeping the ‘public order’: Identity, communication and policing the crowd
Clifford Stott (Keele University)

This paper will explore how and why communication is central to the effective policing of crowds. It will begin with a brief overview of research on police conceptual understanding of crowds and how this tends to feed ‘public order’ policing over-reliant on the use of coercion. The paper will then outline the social
identity approach to crowd dynamics, highlighting the meaningful nature and complex social psychological determinants of collective action in crowds. Through discussion of studies of the dynamics of riots the presentation will highlight the implications of the social identity approach for crowd policing. It will detail the wealth of evidence supporting the idea that the most effective means of policing crowds resides not in coercion, but in developing police capacity for dialogue underpinned by a commitment to Human Rights.

**Community policing as communication reform in U.S. police agencies**
Ed Maguire (Arizona State University)

This paper examines the emergence and spread of the community policing movement in developed democracies. It focuses specifically on the implications of community policing for external and internal communications in police organizations. A core feature of the community policing movement is the need to improve external communication between police and the communities they serve. A less well-known, but still vital, feature of the community policing movement is the need to improve internal communications within police organizations. The paper integrates theories and concepts from numerous perspectives – including public relations theory, organizational theory, and theories of justice and intergroup communications – to establish a framework for thinking about the role of communication reform in community policing. The paper closes by outlining a research agenda for filling gaps in the current body of knowledge and delineates the practical implications of existing knowledge for police leaders.

**Social media and intergroup encounters with “cops”: Biased samples, filter bubbles, and research opportunities**
Joseph Walther (University of California)

Videos depicting encounters between citizens and law enforcement agents exist for public viewing, sharing, and commenting. Clips originate from users (from smartphones and GoPros), the police (dash cams and body cams), as well as TV news. Their presentation on social media are biased rather than random because of the “filter bubbles” generated by algorithms through which social media appeal to user retention. These biases have potential to exacerbate stereotypes and reinforce ideologies of power. This response will draw connections between the panelists’ presentations and the role of social media in aggravating or ameliorating intergroup tensions between law enforcement and public citizens. Issues include how algorithms create echo chambers that magnify stereotypes; potentials for thematic analysis of videos, their tags, and their comments; research advances exploiting the language contained in videos; the difficulty of random sampling; and teaching and training potentials of these materials.

10:30 - 11:00 **Blitz Presentations**

**Intergroup positioning in peace negotiations: The Bangsamoro peace talks in the Philippines**
Marshaley J. Baquiano (University of the Philippines Visayas)

This study uses mixed methods to explore intergroup dynamics between the Government of the Philippines and the Moro Islamic Liberation Front, as they attempt to reach a peace pact. The utterances of both
parties as found in the media, were text mined, then analyzed qualitatively through the application of Positioning Theory. Mathematical models successfully classified statements that belong to the Philippine Government and Moro Islamic Liberation Front. Principal component analyses show the Philippine government as highlighting the importance of a legislated peace agreement that is faithful to the Philippine constitution, and Moro Islamic Liberation Front as underscoring the establishment of a Bangsamoro state. The Philippine government positions itself as pursuer of peace for the Filipinos, while the Moro rebel group positions itself as champion of peace for the Bangsamoro. Findings demonstrate the illustrative power of mixed methods and the potency of Positioning Theory in explaining intergroup relations and intergroup dialogue.

Language and power differentials in postcolonial politics: Sociolinguistic polarization in populist Philippines
Cristina Montiel (Ateneo de Manila University) and Joshua Uyheng (Carnegie Mellon University)

Drawing upon postcolonial theory, we propose a sociolinguistic model of populist polarization, which clashes civic-Anglophone against mass-vernacularized political cultures. We situate our claims in the Philippines, where the policies of strongman President Duterte trigger contentious debate. Our research asks: How do linguistic variations reflect elite-nonelite divides in postcolonial Philippines? We collect Facebook comments on two polarizing political issues (N = 282,160). Borrowing from network science techniques, we first derive word clusters corresponding to salient discourses for each issue, then employ interpretative readings of computationally selected comments for semantic context. To test linguistic variation, we compute the proportions of English and Filipino in each comment. Analysis of variance show systematic differences in language distribution: English featured dominantly in civic discourses while mass discourses were expressed in Filipino. We discuss our findings in view of sociolinguistic implications for addressing polarized intergroup communication within new democracies in the Global South.

The technological determinism hypothesis: The effect of technological determinism and identity (re)negotiation within the “spiral of silence” theory
Efstathios A. Barbagiannis (University of Piraeus) and Athanassios N. Samaras (University of Piraeus)

The aim of the research is to investigate how the new media technology determined the transformation of the “Spiral of Silence” Theory. At the heart of “SoS” Theory lies the interactive causal relationship between the perceived dominant public opinion and the man’s willingness to speak out in public. The man’s tendency to evaluate the public sphere, that is based on the need to control the inherent fear of isolation in case of disagreement with the majority, in the present study is approached as an internal process of identity renegotiation. In the present paper, we investigate how this discordance between personal and perceived-dominant public opinion -considered as a cognitive situation of self-diversification- leads a person to identity renegotiation, and adaption of return tactics (self-censorship/silence) to the former safety situation of homogeneity with the majority. Methodologically, we extract an empirically grounded typology, that categorizes the ways, that the qualitative changes of public opinion and identity are correlated with the paradigm shift from mass communication, to Network Society in field of Media Communication.
The touristic narration as an act of inter-group communication: an analysis of advertising spots for Greece
Maria Marioli (University of Piraeus), Maria Christina Kampaki (University of Piraeus), and Myrsini Dogani (University of Piraeus)

The present study explores the way some forms of intergroup communication are depicted in a tourist advertising video campaign created by the region of Crete, by analyzing a) the representations of the interaction between locals and tourists, b) the way specific positive stereotypes are activated, and c) which stereotypes are declared. It is assumed that messages not only reflect but also tend to shape social reality, by drawing on selected images, symbols and associations, which characterize the touristic destination in question. When someone describes himself, he presents a picture, a self-narrative and basically through this narrative he assembles his self-image. Through that touristic narration, there is a process of redefining the self-image, while describing the desirable relationship with the other. Methodologically, the scenario canvas of the video is not approached as an immediate form of intergroup interaction but rather as a representation of how the host country aspires it to be. In that perspective, the narratives made by a state or a place to promote its tourist product are acts of intergroup communication, not only because they are directed at the other but also because they incorporate a depiction of the other while shaping a depiction of the social self.

Communicating Hate: Similar Correlates of Right-Wing Electoral Success and Propaganda Hate-Crimes in Germany
Yann Rees (Bielefeld University), Jonas Rees (Bielefeld University), and Andreas Zick (Bielefeld University)

Hate-crimes – insulting, threatening, or even attacking someone because of their group membership – can be considered one of the most overtly hostile ways of intergroup communication. In Germany, the number of propaganda hate-crimes targeting refugees rose since 2015 while right-wing parties gained electoral success. The talk focuses on correlates of such success in the 2017 German national election and reported hate-crimes targeting refugees (e.g., propaganda, incitement). Numbers of hate-crimes were aggregated on the municipality-level and correlated with socio-structural indicators as well as right-wing attitudes measured in a representative survey and aggregated on the same level. We find that the relative number of reported hate-crimes correlates significantly and positively with right-wing electoral success ($r = .502$) and negatively with the proportion of foreigners ($r = -.413$). We discuss our results in the light of intergroup contact and intergroup communication and encourage more research linking social-psychological attitude data from surveys with socio-structural data.

11:00 - 11:20 Coffee Break

11:20 - 12:15 Panel
COMMUNICATION AND SOCIAL INFLUENCE

Islamist communication: From propagation in pictures to propaganda in texts
Inna Bovina (Moscow State University of Psychology and Education, Russia), Pascal Moliner (University Paul Valery - Montpellier), Anastasiya Tikhonova (Moscow State University of Psychology and Education)
The Islamist organizations communication is often qualified as propaganda (Conesa, Huyghe, Chouraqui, 2016; El Difraoui, 2016). According to Moscovici’s model (1961), propaganda aims to strengthen the group cohesion, propagation aims to give to the subject of communication an image that is compatible with the group values and goals. The study purpose was to reveal the modalities of the appearance of the propagandist style essential indicator - designation of the enemy (Rouquette, 1994). A corpus of pictures (n=1084) and texts (n=145000 words) from two journals published from 2010 to 2015: Inspire (Al-Qaeda) and Dabiq (ISIS) was analysed. The study of the pictures was aimed to reveal the dominant shapes and patterns (Moliner, 2016). The obtained results suggest that the iconography of these journals is more a matter of propagation (exaltation of a conquering jihadist), whereas the texts correspond more to propaganda. The picture-text discrepancy is discussed in line with Moscovici’s.

**Integrating Black Sheep with the Leniency Contract**

William D. Crano and Eusebio M. Alvaro (Claremont Graduate University)

Aims: This investigation integrates Black Sheep Effect (BSE) findings and the leniency contract’s research on minority influence. Apparent contradictions between the approaches are resolved through the leniency contract’s proposition that in-group minorities threatening group entitativity will be castigated to the extent their position threatens the group’s existence. Method: An in-group minority poses a mild or severe threat to a fundamental group belief. Perceptions of the extent the threat is perceived as dangerous to the group, evaluations of the black sheep, and focal, and indirect attitude changes are assessed. Results: Perceived threat mediated the relation between an in-group minority’s opinion deviance (from the majority) and indirect attitude change. These results integrate BSE and the leniency model, providing insight into psychological processes underlying both. Significance: The findings provide the basis for understanding the ways in which minorities and majorities can communicate and co-exist, and the ways in which co-existence is threatened.

“Speak like them only if you can persuade them”. Strategic use of accent for minority influence

Slieman Halabi (Friedrich Schiller University), Thomas Morton (University of Copenhagen), Yechiel Klar (Tel Aviv University), and Anna Rabinovich (University of Exeter)

Two studies were conducted among Palestinian citizens of Israel in which participants were asked to evaluate ingroup targets who spoke in Hebrew with an (Arabic) accent or without an accent. In study 1 (N = 139), the accent, as well as the content of the message, were manipulated in 2 X 2 between-subjects design. The target expressed either a critical or non-critical view on Israel. Results show that participants evaluated the target who delivered a critical message more positively when they said it accent-free than with an accent (compared to the non-critical condition). In Study 2 (N = 550), we crossed the accent and the content with manipulating the malleability of the audience the target addressed. Participants evaluated targets based on the type of audience and what seems to serve the interest of the group. Findings suggest that minorities are sensitive to the strategic use of speech-accommodation when it involves influencing the majority.
Minority normative framing. How can minorities influence social majority through normative communication?
Antonis Gardikiotis (Aristotle University of Thessaloniki)

The present experimental study examines the ways that a minority group can frame its advocacy in order to gain acceptance and help from social majority. How can different normative frames of minority’s advocacy affect intergroup attitudes, perceived closeness and intention to help? In this study, refugees, defined as a victimized minority group (see Moscovici & Perez, 2007), negotiate normative alliance with the social majority by producing different advocacy frames that resonate with people’s shared cultural frameworks (see Does, Derks, & Ellemers, 2011; Shnabel, Dovidio, & Levin, 2016). The focus is on three different normative frames based on (a) values and ideals (e.g., ‘help us in the name of solidarity’), (b) rights (e.g., ‘help us because it is our right’), and (c) distress (e.g., ‘help us because we have suffered enough’). Preliminary results confirm the differential effects of minority’s normative framing on prejudice, common identity and intention to help.

12:15-13:00 Keynote Speaker

FRANCESCA PRATI (University of Oxford)
Positive and Negative Intergroup Contact Reduces Linguistic Outgroup Discrimination

Evidence accumulated over the past 50 years has shown that intergroup contact leads to positive attitudes towards outgroup members, even when Allport’s (1954) conditions are not met. Thus, positive contact has been shown to reduce outgroup discrimination, however negative contact has the potential to worsen intergroup relationships (Putnam, 2007). Yet little is known about the interaction between positive and negative contact, whereas individuals are frequently exposed to both types of contact. In particular, individuals communicate their experiences with outgroup members through language, which is a powerful tool to transmit inclusive or prejudiced evaluations of them. In a series of experimental studies we showed that majority group members who recalled both positive and negative interactions – in either sequence – expressed less linguistic discrimination against migrants, compared to those who recalled two positive or two negative interactions. These effects were more pronounced for individuals who reported having fewer positive intergroup experiences. Moreover, the effect of negative-positive compared to positive-positive sequence was explained by reduced anxiety towards migrant people. Findings also revealed that the temporal distance of the recalled events played a role, with more beneficial effects of positive-negative sequences of contact when individuals retrieved recent compared to past intergroup encounters. Overall, the research highlights the key role of recalling positive contacts in counteracting negative contact effects, thus promoting social inclusion through language.

13-14 LUNCH
Transforming group norms through the communication of election information
Amber Gaffney (Humbold State University), Bryan Sherburne (Humboldt State University), David E. Rast III (University of Alberta), and Lily Syfers (University of Alberta)

Historically, change occurs from the outside. Social and group change is the result of successfully bridging intergroup divides to transform tradition and norms, making boundary pushers and normative deviants purveyors of change. Nonetheless, people are resistant to messages that seek to change their groups from the outside. The current work explores how deviant political leaders and candidates can use the context of elections to communicate normative change and ultimately shape group norms and attitudes by increasing consensus in their groups. First, we present evidence that American Republicans (\(N = 297\)), who originally perceived Donald Trump as an outsider, came to consensually view him as representative of their political identities after his election. Next, we provide experimental evidence (\(N = 181\)) that perceived group consensus around a deviant (but not normative) leader pushes individual members’ attitudes toward the deviant’s position, through a process of perceived normative change at the group level.

Facial reactions to emotion language of left- and right-wing political leaders: Unfolding political attitudes through the face
Michela Menegatti (University of Bologna), Edita Fino (University of Bologna), Alessio Avenanti (University of Bologna), and Monica Rubini (University of Bologna)

The present research examined whether language describing emotions of political leaders affects voters by inducing emotionally congruent facial reactions as a function of readers’ and politicians’ shared political orientation. Participants read sentences describing politicians’ emotional expressions, while their facial muscle activation was measured with EMG. Results revealed that reading about ingroup politicians’ positive and negative emotions yields “smiles” and “frowns” respectively for ingroup but not outgroup members. Based on explicit measures showing that right-wing participants expressed favourable attitudes towards left-wing leader Renzi, further analyses in which he was dissociated from the left-wing political group showed more congruent facial reactions in response to ingroup than outgroup politicians for both left- and right-wing participants. These findings highlighted that, beyond shared political orientation, facial simulation effects of politicians’ emotion language reflect political preferences toward individual leaders.

Political apology communication: Perceived sincerity and perceived trust between lay citizens and politicians following the 2018 wildfires in Attica.
Theofilos Gkinopoulos (Kingston University)

This study views political apology as a form of intergroup communication between politicians and victims to define common goals. A mixed methods approach was used interpreting images of apology and testing the perceived sincerity and trust of those images of apology of the Greek Prime Minister after the break out of wildfires. 30 participants were recruited for the pilot study and 148 for the main study. Participants were recruited from the disaster zone of east Attica. Results showed that a) images that include victims in apology are seen as more typical of an apology action than images that exclude victims from the apology and, b) a victim-inclusive apology leads to perceived sincerity, which in turn leads to perceived trust between citizens and politicians (mediation hypothesis). The psychological significance of apologies is...
Two routes how heavy police presence can motivate more radical protest: Evidence from a quasi-experimental field study
Jonas Rees (Bielefeld University), Michae Papendick (Bielefeld University), Yann Rees (Bielefeld University), Franziska Wäschle (Bielefeld University), and Andreas Zick (Bielefeld University)

Two well-established motivators of conventional forms of protest are anger and collective efficacy perceptions. We argue that support for more radical forms of protest can be motivated through the same two pathways but in a slightly different fashion: While the link between anger and radicalisation should be even more pronounced, efficacy beliefs should be linked with radicalisation in an inverse fashion as conventional protest is perceived as ineffective. We use data from a quasi-experimental field study where N = 1308 leftist protesters were faced with a right-wing group and heavy police presence. Findings indicate that anger at the right-wingers was linked with the intention to participate in future protests and anger at the police was linked with support for more radical forms of protest. Collective efficacy perceptions were linked positively with conventional participation intention and negatively with radicalisation. We discuss implications for effective police communication strategies before and during protests.

They rise, so we fall: Uncertainty about ingroup survival and preference for leader rhetoric
Sucharita Belavadi (Claremont Graduate University) and Michael A. Hogg (Claremont Graduate University)

Employing the context of religious tensions in India, this study examines whether majority group members (Hindus) who perceive a rise in the vitality of a rival minority group (Muslims) experience uncertainty about the future of their own group. Ingroup leaders provide support and guidance to followers at such times. Indian Hindu participants (N = 170) recruited from Mechanical Turk were randomly assigned to read speech by a leader espousing Hindu victimhood or religious equality following measures of outgroup vitality and religious uncertainty to test the type of leadership rhetoric that is attractive to uncertain ingroup members. Perceived rise in Muslim vitality was indeed associated with heightened identity-uncertainty about the future of Hinduism. A leader employing victimhood rhetoric was preferred under low uncertainty; however, under high uncertainty, a strong need for leadership meant both leaders were equally preferred irrespective of type of rhetoric. The identity-defining role of ingroup leaders is discussed.

15:15 – 16:15  Panel
INTERCULTURAL COMMUNICATION

Displacement and Professional Reintegration – ‘Success Stories’ from the European Refugee Crisis
Tony Young (Newcastle University), Sara Ganassin (Newcastle University), Alina Schartner (Newcastle University), and Steve Walsh (Newcastle University)

This study was commissioned by the European Commission and conducted in Austria, the Netherlands and the UK. Its aims were, firstly to understand the contextualised trajectories of highly-skilled former refugees who have successfully reconnected with their professions in Europe: secondly to explore these people’s perspectives on what factors facilitated or inhibited their professional reintegration, particularly in terms of
language and intercultural communication. We present qualitative findings from case studies and semi-structured interview data involving five such former refugees. Findings from thematic content analysis emphasised the importance of psychological resilience and a sense of self; intrinsic motivation; and of building and maintaining social networks in professional reintegration. They also revealed inter-relationships between ideas of intercultural and intergroup communication in the context of displacement. The research process more generally also spoke strongly to ideas of power and agency on both sides of the researcher-researched nexus, which we explore as an intergroup phenomenon.

Effects of subtitles on evaluations of foreign-accented speakers
Marko Dragojevic (University of Kentucky)

Foreign-accented (linguistic outgroup) speech is more difficult to process than native-accented (linguistic ingroup) speech. Past research suggests that this disruption in listeners’ processing fluency negatively biases their evaluations of foreign-accented speakers. If this is true, then factors which increase listeners’ fluency when processing foreign-accented speech (e.g., subtitles) should lead to more favorable speaker ratings. Two experiments tested this proposition. In Study 1 (N=190), American participants listened to a Mandarin-accented speaker reading a short story, either in the presence or absence of subtitles; Study 2 (N=200) was identical, except that participants were explicitly told the speaker was Chinese (to control for categorization). In both experiments, the subtitled condition resulted in higher fluency, more positive affect, and higher ratings of speaker status and solidarity than the unsubtitled condition. Fluency and affect mediated the effect of subtitles on status and solidarity ratings. Theoretical and practical implications for intergroup communication will be discussed.

The influence of filial piety and individualism on Chinese participants’ conflict management styles with older adults
Yan Bing Zhang (University of Kansas), Terigel Terigele (University of Kansas), and Mary Lee Hummert (University of Kansas)

Extending prior research on intergenerational conflict styles in China (e.g., Zhang, Harwood, & Hummert, 2005), this survey study examined the influences of filial piety and the value of individualism on young Chinese participants’ (N = 150; M_{age} = 25.75, SD = 6.95) preferred conflict management styles with older adults. Results indicated that filial piety was a significant positive predictor of the avoiding and the accommodating styles with older adults. In addition, filial piety was a significant negative predictor of the competing style for those who were less individualistic, whereas filial piety was a significant positive predictor of the problem-solving style for those who were highly individualistic. Results revealed that Chinese participants’ choices in conflict situations with older adults reflect a complex interplay between the traditional Chinese value of filial piety and the Western value of individualism.

Chinese participants’ attitudes toward Americans as a function of international news and intercultural sensitivity
Terigele Terigele (University of Kansas), Zhang Yan Bing (University of Kansas), and Michael Dahlstrom (Iowa State University)
From the intergroup contact perspective (Brown & Hewstone, 1985; Pettigrew; 1998), the purpose of this study was to examine how contact (i.e., personal and mediated) with outgroup members influence attitudes toward the outgroup as a whole in the cross-cultural context. Specifically, this study used survey method and examined the influences of personal intergroup contact, mediated intergroup contact (i.e., exposure to news and entertainment) and intercultural sensitivity on Chinese participants’ attitudes towards Americans. Participants were voluntary Chinese college students (N = 105) recruited from a large university in Beijing, China. Hierarchical regression analysis indicated that exposure to international news in China was a significant negative predictor of Chinese attitudes toward Americans. In addition, controlling for demographic information and personal contact, general intercultural sensitivity positively predicted Chinese attitudes toward Americans. Findings were discussed in light of prior literature in negative stances of Chinese international news towards Americans, intergroup anxiety, and intergroup biases.

16:15-16:40 Coffee Break

16:40 - 17:40 Panel

COMMUNICATING IDENTITIES IN CONFLICTS AND RECONCILIATION

Group power and intergroup dialogue in the Israeli-Palestinian conflict
Yiftach Ron (Hebrew University of Jerusalem)

Although power-based differences play a key role in the dynamics related to intergroup communication, only relatively little research attention has been devoted to the role of group power in face-to-face intergroup encounters. This study investigates the processes that take place in dialogue encounters between Palestinians and Israeli-Jews. A thematic content analysis of 25 in-depth interviews and transcripts of seven sessions of a Jewish-Palestinian dialogue workshop reveals the role played by group power in the processes that take place during and after the dialogue interaction. More specifically, members of the (Jewish) dominant group relate to their participation in intergroup dialogue encounters as their first exposure to the asymmetries in power between Israeli Jews and Palestinians, and as such a revelation. The findings contribute to our understanding of the ways in which intergroup dialogue can generate processes of awareness and criticism of the role that group power may play in intergroup relations.

Violent opposition in response to political policy that blurs group boundaries
Bryan Sherburne (Humboldt State University), Amber M. Gaffney (Humboldt State University), and Antonis Gardikiotis (Aristotle University of Thessaloniki)

When group boundaries (distinctiveness) become blurred and values or customs are threatened, members may collectively mobilize to reify their identity, and become antagonistic toward those who threaten their group. Threatened distinctiveness may create a sense of intergroup inequality and thus may drive the desire to effect social change among those who believe that their group can achieve a shared goal. The current work examines Greek citizens’ (N = 198) responses to the Prespes agreement, which seeks to settle a name dispute between Greece and FYROM, one week before its ratification. The agreement creates an explicit communication of “who is Macedonian”, and for many in Greece, outside claims to this cultural region poses a threat to their Greek identity. Results suggest that support for violent opposition to the
agreement increased among those who felt unjustly treated by the agreement and possessed the ability to collectively stop threatening changes to their culture.

How Identity reconstruction negotiates political goals in intergroup conflict: The case of the Mamasapano (mis)encounter
Marshaley J. Baquiano (University of the Philippines Visayas), Mendiola Teng-Calleja (Ateneo de Manila University), and Cristina J. Montiel (Ateneo de Manila University)

Although power-based differences play a key role in the dynamics related to intergroup communication, only relatively little research attention has been devoted to the role of group power in face-to-face intergroup encounters. This study investigates the processes that take place in dialogue encounters between Palestinians and Israeli-Jews. A thematic content analysis of 25 in-depth interviews and transcripts of seven sessions of a Jewish-Palestinian dialogue workshop reveals the role played by group power in the processes that take place during and after the dialogue interaction. More specifically, members of the (Jewish) dominant group relate to their participation in intergroup dialogue encounters as their first exposure to the asymmetries in power between Israeli Jews and Palestinians, and as such a revelation. The findings contribute to our understanding of the ways in which intergroup dialogue can generate processes of awareness and criticism of the role that group power may play in intergroup relations.

Reconciling with Indonesia's ex-communists: The role of counter-narratives in increasing support for reparative action
Haidar Thontowi (University of St Andrews) and Nicole Tausch (University of St Andrews)

Hammack and Pilecki (2012) suggested that narratives can be used as mobilization devices for political change which may facilitate the restructuring of psychological group boundaries (Subasic, Reynolds, & Turner, 2008). Building upon these ideas, we proposed that counter-narratives affect support for reparation to Indonesia’s ex-communists by increasing inclusive identity with ex-communists. Two experimental online studies ($N = 725$) which randomly assigned participants to a counter-narrative condition and no counter-narrative condition confirmed our hypothesis. A third study ($N = 502$) tested whether the effects of counter-narratives were conditional upon perceived communist threat using a 2 (low threat, high threat) x 2 (No counter-narrative, counter-narrative) design. We found a significant interaction between counter-narrative and threat such that the counter-narrative had an effect on support for reparation among participants in the low threat condition but not among those in the high threat condition.

17:45 - 18:30 Poster session
MEETING THE AUTHORS THROUGH POSTERS

To what extent is the linguistic intergroup bias a subtle bias?
Yvette Assilaméhou-Kunz (University Sorbonne Nouvelle) and Testé Benoît (University Rennes 2)

The present research aimed to examine to what extent the linguistic intergroup bias (LIB) can be characterized as a subtle bias, i.e. perceived as harmless, unintentional and socially acceptable. Participants ($N = 136$) were presented the statement of a speaker describing ingroup and outgroup members’
behaviors. The speaker expressed either pro-ingroup or pro-outgroup bias (IV1 bias orientation) using descriptions in line with the LIB or expressing blatantly group supremacy (IV2 type of bias). Results showed that the speaker using the LIB was perceived as having a deliberate intention to favor one group. Nevertheless, the speaker was perceived as having less biased intentions, and the statement was perceived as less harmful and more socially acceptable with the LIB than with the blatant bias. Interestingly, these effects of type of bias were mediated by participants’ certainty in their judgments. The implications for the consequences of the LIB will be discussed.

Linguistic markers of agency and communion as an alternative measure of intergroup relations
Agnieszka Pietraszkiewicz (University of Bern), Magdalena Formanowicz (University of Surrey), Marie Gustafsson Senden (Stockholm University), Ryan L. Boyd (The University of Texas at Austin), Sverker Sikström (Lund University), and Sabine Sczesny (University of Bern)

Agency (achieving goals) and communion (forming social relations) are the Big Two of social perception, guiding the way see ourselves, others and social groups. So far, they were predominately measured with self-ratings. However, given the number of available textual data, examining them in language use offers a possibility of extending research into speech acts. In this research, we present newly-developed Agency and Communion dictionaries to show that linguistic ratings obtained in the semantic space reliably correlate with participants’ ratings of agency and communal in most common professions (Study 1). We also use these dictionaries to analyze the content of job advertisements (N = 1.291; Study 2). In correspondence to gender stereotypes, male-dominated jobs were advertised with more agentic than communal words in contrast to female-dominated jobs. Our work contributes to ongoing debate on the role of language in intergroup relations, opening new avenues for investigating the language in the field.

Explicit and implicit measures of attitudes toward migrants: The role of political orientation
Anne Burguet (University of Toulouse 3)

This study investigates explicit and implicit attitudes of French participants toward migrants. In the first part, we examined the role of different intrapersonal factors such as gender, age, socio-professional group, family origin, friendly contacts and political orientation on explicit attitudes (measured by 8 items of ESS) and implicit attitudes (Linguistic Intergroup Bias). Findings revealed stronger effects of political orientation on both attitudes. If left-wing participants have a more positive attitude toward migrants than right-wing participants, this result is less pronounced on LIB. In the second part, we used a correlational design in order to study the relationship between the two measures. Consistent with our hypothesis, the implicit measure of prejudice was not related to the scores of explicit level among left-wing participants. Norms against migrants prejudice are discussed to explain why left-wing participants don’t express same attitudes at implicit and explicit levels.

Saying the right message at the right time: The influence of implicit power motive on preparator group members’ communication strategies with the victim group in a discussion about past injustice
Michal Gali Pesin (Tel Aviv University) and Nurit Shnabel (Tel Aviv University)
To increase victim group members’ willingness to reconcile, perpetrator group members need to convey empowering messages; namely, acknowledge the injustice and their obligation to restore it. In the present study, Ashkenazi Jews (N= 110) were assigned to watch a video either about their ingroup’s historical perpetration against Yemeni Jews (experimental condition), or the Alps (control). Then, they wrote letters to Yemeni partners who watched the same video. Participants with high Implicit Power Motive (IPM)—the motivation and skill at influencing others—adjusted their communication strategy to the situation, conveying more empowering messages in the experimental compared to the control condition. Participants with low IPM conveyed non-empowering messages (e.g., about the need to be colorblind or move on from the past), regardless of their assigned condition. Along with previous research on victims’ communication strategies, our findings demonstrate that high-IPM group members intuitively know how to convey messages that promote intergroup reconciliation.

**Tensions between the United States and Canada: Testing Intergroup Interdependency Theory**
Matt Giles (University of California - Santa Barbara), Rachyl Pines (University of California - Santa Barbara), and Howie Giles (University of California - Santa Barbara)

This paper expands the theoretical base of intergroup communication by testing a new model of interdependence, defined in terms of the embedded nature of groups (Giles, Pines, & Giles, 2018). We test Propositions of Intergroup Interdependency Theory (IIT) using connections between the U.S. and Canada as they change over time, and relative to other nations (viz., France). Relevant outcomes include: language attitudes, communication accommodations, and linguistic biases. Introducing the process of de-interdependence into IIT, we also examine how awareness of de-interdepending is associated with outcomes. Data collection is in progress using an experiment with vignettes illustrating the changes (i.e., de-interdependence) and levels of interdependence (i.e., high and low) between the U.S. and Canada. Finally, we explore whether explicitly invoking the construct “interdependence” into the high condition has a predictable effect.

**Mental health stigma by association: Quality and quantity of disclosure predicts wellbeing**
Reeshma Haji (Laurentian University) and Asma Suedan (Laurentian University)

Mental health stigma is receiving much media attention. Indeed, close others experience stigma by association with someone accessing mental health services (Schulze & Angermeyer, 2003). The present study assessed how past disclosure of the close other’s mental health status, generally to those not facing similar stigma, affects wellbeing. Participants (N = 127) were university students with close relationships to someone with a mental health condition. We assessed whether the quantity of prior disclosure and quality of prior disclosures of the close other’s mental health condition predicted wellbeing outcomes. Quality of prior disclosure predicted stigma by association, self-efficacy expectancy regarding future such disclosures, and affiliate stigma (internalized negative perceptions; Mak & Cheung, 2008). Additionally, participants’ quantity of prior disclosure was a significant predictor of stigma by association, self-efficacy expectancy, and marginal predictor of affiliate stigma. Implications will be described with respect to intergroup and intragroup disclosures regarding mental health conditions.

**Allport meets Social Network Sites: Intergroup contacts and ethnic discrimination on Facebook**
Chiara Imperato (University of Parma) and Tiziana Mancini (University of Parma)
Literature has highlighted Internet is changing part of individuals’ daily routines by working not only as a mere instrument of communication but also as a context. From this perspective, Internet and Social Networking Sites (SNS) can represent elective contexts in which studying intergroup dynamics. Within the theoretical framework of Allport’s Contact Theory, the aim of this work was to investigate whether virtual intergroup contacts and virtual community commitment could influence the perception of ethnic discrimination in Facebook (FB). We expected the participants’ network heterogeneity to positively correlates with the perception of ethnic discrimination, and virtual community commitment positively mediated this relation. A sample of 800 FB members participated in an online survey replying to answers on their FB experience and behaviors and to Italian adaptation of PORS. Results showed that FB intergroup contacts and FB commitment significantly increased the perception of mediated and vicarious discrimination, but not of direct discrimination.

**Communicating gender stereotypes: The influence of parental behaviors**
Savaş Karataş (University of Bologna), A. Esra İşmen Gazioğlu (Istanbul University – Cerrahpaşa), and Elisabetta Crocetti (University of Bologna)

Family is a primary context for the communication and the development of gender stereotypes. This study sought to investigate the associations between connectedness and intrusiveness of parents and attitudes toward gender stereotypes about romantic relationships in Turkish youth. Participants were 280 university students ($M_{age} = 20.84$, $SD = 2.16$, 76.8% females) from Istanbul. They filled in the mother and father forms of the Individuation Test for Emerging Adults and the Attitudes toward Gender Stereotypes about Romantic Relationships Scale. Regression analyses indicated that both maternal and paternal intrusiveness were related to higher youth’s endorsement of feminine stereotypes in romantic relationships; and maternal intrusiveness was associated to higher endorsement of the masculine stereotypes. These findings were not moderated by participants’ gender but by family socio-economic status (the effects of intrusiveness on endorsement of gender stereotypes were stronger in high-SES families). This study has important implications for understanding parents’ influence on youth gender stereotypes.

**Pass it on! The framing of gender differences in communication chains**
Maike Braun (University of Erlangen-Nürnberg), Susanne Bruckmüller (University of Erlangen-Nürnberg)

Communication about gender differences often focuses on women rather than men, which may contribute to inequality by reinforcing the view of men as the norm. We investigated how such framing is transmitted in communication chains. The first wave of participants ($n = 86$) read a text about women being underrepresented in leadership or about men being overrepresented. Then, they explained these different representations. Participants in Wave 2 ($n = 208$) read these explanations, before explaining themselves. Wave 3 participants ($n = 199$) read explanations from Wave 2. Participants’ explanations focused more on women than on men. In Wave 1, participants who had read a description with a focus on men used this focus, however the focus was not transferred to Wave 2. Matching findings on the transmission of stereotype-(in-)consistent information, the focus on women was transmitted from Wave 1 to Wave 2. The focus was not transmitted to Wave 3.
Roots and leaves: Intergenerational health communication challenges and strategies
Aurora Occa (University of Kentucky)

Discussions with children about their health are challenging, but important. These conversations improve children’s health and quality of life, but are often perceived as uncomfortable by parents and caregivers. The complexity of such intergenerational exchanges is further exacerbated by the increased usage of and reliance on online media. By using an intergroup communication approach, this research project aimed to assess how children and their caregivers adapt their communication behaviors when discussing health in general and vaccines in particular, and to reveal the role technology plays in shaping such behaviors. A total of 18 parents and 54 children from a large public middle school in Italy participated in a focus group study. Overarching themes that emerged from the analysis of the focus groups’ transcripts and children’s drawings included: children’s accommodative

Communication in high-risk environments: the predicting role of Leadership style
Gerardo Petruzzellio (University of Bologna), Michela Vignoli (University of Trento), Marco Giovanni Mariani (University of Bologna), Rita Chiesa (University of Bologna), and Dina Guglielmi (University of Bologna)

Purpose – Communication and teamwork are major factors which sustain safety behaviours in high-risk organizations. Hence, following the theoretical framework of non-technical skills (NTS), it was hypothesized that transformational leadership in risky environments could foster employees’ communication viewed as a NTS, through the mediation of employees’ self-efficacy beliefs. Methods – Longitudinal data have been collected using a sample of 72 workers from an Italian chemical company (men: 93,1%; mean age: 44,34). Participants filled a questionnaire measuring their perception of transformational leadership (T1), self-efficacy beliefs (T2) and communication (T3). To test the mediation hypothesis, an indirect effect analysis was conducted following the Preacher and Hayes approach. Findings and implications – Results showed that transformational leadership may lead to higher self-efficacy in employees’ and, subsequently, it may lead employees to have higher communication skills for safety. Results suggest ways to strengthen intra- and inter-group communication and, subsequently, to foster safety in high-risk organizations.

The effect of the number of books at home on adolescents’ tolerance in intergroup relations as a function of their sociometric status
Nicolas Aureli (University of Milan – Bicocca), Luca Pancani (University of Milan – Bicocca), Marco Marinucci (University of Milan – Bicocca), & Paolo Riva (University of Milan – Bicocca)

In this work, we investigated the antecedents of positive intergroup attitudes in European adolescents. We considered several predictors of tolerance: parents’ educational level, school achievements, number of books at home and participant’s sociometric status. Data were taken from an existing European dataset (CILS4EU) composed of 12046 adolescents. Using latent class analysis, we identified 4 clusters of participants based on their sociometric status in school: the average, the bully, the popular and the excluded adolescents. We found that the number of books at home was one of the strongest predictor of adolescents’ attitudes. After controlling the other variables, we found that tolerance significantly increased with the number of books in the excluded and the average adolescents, whereas this effect decreased in the popular ones and was non-significant in the bullies. These findings highlighted how adolescents’ social status in school might influence the beneficial effect of environmental factors fostering positive intergroup attitudes.
Working with robots challenges the ingroup-outgroup boundaries: The negative effect of robot coworkers on the work team identification
Nina Savela (Tampere University), Markus Kaakinen (Tampere University), Noora Ellonen (Tampere University / University of Helsinki), and Atte Oksanen (Tampere University)

This social psychological study investigated whether introduction of robots as coworkers has an impact on in-group identification with the group. A sample was collected from U.S. participants (N = 1049, 50.97% female, mean age 37.15, SD = 11.67). In the survey experiment, participants were asked to imagine a hypothetical situation in which they were assigned to a work team that included either four people, four robots, or one robot and three other people. Group-level in-group identification instrument and multivariate regression analysis methods were used. The results confirmed our hypotheses that in-group identification decreases when the proportion of robot members increases. This effect was moderated by the attitudes toward robots and a degree in the field of technology. The results suggest that introducing a robot as a teammate will affect the ingroup-outgroup boundaries of the team and may challenge the collaboration and desired benefits from utilisation of robots in the workplace.

The role of imagined intergroup physical contact in reducing prejudice towards the outgroup
Soraya Elizabeth Shamloo (University of Trieste), Andrea Carnaghi (University of Trieste), Valentina Piccoli (University of Trieste), Michele Grassi (University of Trieste), and Mauro Bianchi (HEI-Lab, University Lusófona/ISCTE—Lisbon University Institute)

Research shows that individuals respond positively to touch at the intrapersonal, interpersonal (e.g., well-being, positive evaluation of the toucher) and recently also at the intergroup level (e.g., positive attitudes towards the outgroup). Study 1 & 2 showed that also imagining touching a racial outgroup member, compared to a person likely pertaining to the ingroup, improved attitudes towards the whole outgroup at the explicit and implicit level. Study 3 addressed whether imagining touching a gay man (i.e., outgroup; InterPC), compared to an uncategorized individual (i.e., Un-CatPC) increased similarity between the toucher and gay men. Female, but not male participants, showed higher levels of self-outgroup similarity in the InterPC compared to the Un-CatPC condition. In this case, motivational processes might have played a role in preventing men from benefiting from the intergroup touch. These studies shed light on the effects of intergroup touch and clarify the conditions in which prejudice reduction occurs.

Attitudes toward outgroups: Intergroup anxiety reduction following exposure to humanizing discourse
Samantha Stitt (Laurentian University) and Reeshma Haji (Laurentian University)

Research suggests that media are integral in propagating negative attitudes toward Muslims (Saleem, Prot, Anderson, & Lemieux, 2017). There is also preliminary evidence that humanizing the outgroup could facilitate positive perceptions about outgroup members (Staub, 2007; Haji, McKeown, & Matthews, 2018). Little research, however, has experimentally investigated the effects of exposure to humanizing media discourse on attitudes toward outgroups. As a step toward addressing this gap, university student participants (N = 144) completed individual difference measures and were randomly assigned to read a newspaper-style article that described Muslims in humanizing terms or a control article. Attitudes toward the outgroup were subsequently assessed. ANCOVA results indicated that, controlling for individual differences, exposure to the humanizing article significantly reduced intergroup anxiety relative to control. Future directions of this research will be described as well as implications for optimizing discourse
manipulations as interventions for promoting favourable outgroup attitudes and facilitating positive intergroup communication.
Intergroup interactions in different social contexts: The challenges of diversity following segregation in majority and minority school children
Michèle D. Birtel (University of Greenwich, University of Oxford), Nils Reimer (University of Oxford), Ralf Wölfer (University of Oxford), and Miles Hewstone (University of Oxford)

Diverse social contexts offer opportunities for intergroup communication between ingroups and outgroups. Positive intergroup interactions then could lead to more positive intergroup relations. However, they may also require an initial adaptation phase. We examined the impact of a change of an ethno-religious context in form of a key transition from segregated to mixed school, for both majority and minority group members. A longitudinal survey tracked 551 White British and Asian British students (mean age 11.3) transitioning from elementary (time 1) to secondary (time 2) school in an ethnically segregated town in the United Kingdom. At time 1, students in an ethnically mixed (vs segregated) elementary school reported more positive intergroup relations. At time 2, we found ethnic-specific differences after the change of diversity context. Asian students benefitted more from transitioning from a segregated elementary to a mixed secondary school than White students. Our findings are important in understanding the challenges of intergroup communication in different social contexts.

Talking about and embracing ethnic difference in schools: Changing attitudes, behaviour and outcomes
Shelley McKeown Jones (University of Bristol)

Societies across the world are becoming increasingly ethnically diverse. Despite this diversity, ethnic tensions are rising. Positioning school as a place where youth can learn about and encounter difference, the present paper presents two studies that aimed to examine the effects of discussing difference on Black, White and Asian youth (in England) attitudes and behaviours. Study 1 examined pre and post effects on seating behaviour of reading a value-in-diversity story book to 4-5 year olds (recruited from 3 schools). Study 2 co-designed a 4-week discussing difference intervention with teachers from 4 schools and examined effects on social and educational outcomes (v control) amongst 11-year olds. Results show that promoting value-in-diversity can change interaction behaviour (Study 1) and that discussing difference is associated with outcomes including higher academic self-efficacy and educational aspirations (v control; Study 2). Findings are discussed in relation to the power of education for promoting intergroup communication.

Reducing prejudice and addressing inequality with intergroup contact
Loris Vezzali (University of Modena and Reggio Emilia), Veronica Margherita Cocco (University of Modena and Reggio Emilia), Sofia Stathi (University of Greenwich), Gian Antonio Di Bernardo (University of Modena and Reggio Emilia), Shelley McKeown Jones (University of Bristol), and John Dixon (The Open University)
Research has shown that contact may, in some conditions, have unintended effects on collective action intentions, generally both among disadvantaged and advantaged groups. In fact, positive contact may undermine conditions favouring the desire to challenging inequalities. We present two studies testing whether contact can promote a) both reduced prejudice and b) stronger intentions to engage in collective action by considering advantaged (Italians, Study 1 and 2) and disadvantaged (immigrants, Study 2) groups. In particular, we integrate the basic tenets of social identity theory with respect to social change and intergroup contact research. In the first study, contact is associated with greater social change motivation when more focused on differences than on commonalities; in the second study, contact is positively related with social change tendencies (in both samples) through the indirect effect of status legitimization. Moreover, some of these effects, among advantaged members, were only significant when membership salience was high.

How positive and negative contact relate to attitudes towards Roma: Comparing majority and high-status minority perspectives
Emilio Paolo Visintin (University of Ferrara), Eva Green (University of Lausanne), Adrienne Pereira (University of Lausanne), and Polimira Miteva (Bulgarian Academy of Sciences)

In this research we examined the correlates of positive and negative contact with one of the most stigmatized ethnic minorities, i.e. Roma. We conducted a study in Bulgaria considering the point of view of the ethnic Bulgarian majority (n = 516) and of Bulgarian Turks (n = 274), an ethnic minority with higher status compared to Roma. Positive contact was associated with reduced prejudice and more support for pro-Roma policies, while negative contact revealed the opposite pattern. These associations did not differ between ethnic Bulgarians and Bulgarian Turks. Moreover, positive and negative intergroup emotions mediated the relationships between positive and negative contact on the one hand and prejudice and policy support on the other. Our study highlights the importance of emotional processes involved in positive and negative intergroup contact experiences and encourages future research to analyze how absolute versus relative status differences shape the contact effects in complex hierarchical societies.

10:15 – 11:30 Symposium
COMMUNICATION AMONG NATIVES AND MIGRANTS
Francesca Prati

Positive direct contact buffers the association between negative mass media news and outgroup attitudes
Jessica Boin (University of Padua), Giulia Fuochi (University of Padua), and Alberto Voci (University of Padua)

We present two studies in which we assessed the combined effect of two sources of information (i.e. direct intergroup contact and mass media news) on attitudes toward stigmatized groups (i.e. immigrants and homosexual people) in Italy. We hypothesized that positive direct intergroup contact would buffer the association between negative media news and attitudes. Across two studies, involving contact variables and attitudes toward immigrants (Study 1, N = 426) and gay men and women (Study 2, N = 220), we found that positive direct intergroup contact was associated with more positive attitudes toward the outgroup,
whereas exposure to negative news was related to more negative attitudes. Moreover, supporting our hypothesis, the negative association between negative news and intergroup attitudes was significantly weaker amongst respondents with higher levels of positive intergroup contact.

Intergroup communication about migration shapes attitudes toward migrants and immigration policies: The role of emotions and past mass media consumption
Sylvie Graf (University of Bern), Dorothee Arlt (University of Bern), Beatrice Eugster (University of Bern), & Sabine Sczesny (University of Bern)

Mass media reporting on the “refugee crisis” employ different means shaping attitudes toward migrants and immigration in host societies. An experimental study in Switzerland (N = 862) investigated the effect of two aspects of a news report about African migrants – outgroup vs. ingroup communication source (migrant vs. expert vs. generic) and order of reasons for migration (political vs. economic). We examined the mediating role of emotions and the moderating role of past exposure to positive and negative news about African migrants. We found a significant interaction between communication source and reasons for migration: Participants displayed more negative attitudes toward migrants and immigration when migrants first described economic reasons for migration followed by political reasons. Sadness mediated the link between communication source and attitudes. Past exposure to positive (but not negative) information about African migrants from the mass media moderated the link between communication source and attitudes toward migrants and immigration.

When immigrants of different religions are perceived to desire intergroup contact: Positive effects on majority members’ attitudes
Camilla Matera (University of Florence), Anna Picchiarini (University of Florence), Maria Olsson (Norges Arktiske Universitet) & Rupert Brow (University of Sussex)

The present research examined the role of perceived immigrants’ religion and acculturation strategies in influencing the majority members’ attitudes towards them. Participants were 247 Italians, who read interviews with Arab immigrants, where immigrants’ religion (Muslim vs. Christian) and their acculturation strategy (desire for contact and for culture maintenance) were manipulated. Results showed that immigrants who were perceived to favour contact elicited more positive attitudes, stereotypes, and metastereotypes, higher trust, empathy, self-disclosure, and support for multiculturalism, and lower perceived threat. A significant Religion × Culture maintenance interaction effect emerged on both stereotypes and contact intention, while a significant Contact × Culture maintenance interaction effect was found for behavioural investment. Perceived culture maintenance affected both empathy and metastereotypes. These findings demonstrate how immigrants’ perceived choices within the host society, especially with respect to intergroup contact, have a major role in affecting the quality of intergroup relations.

Immigrants’ perspective: The effects of contact with native people on acculturation strategies
Stella Kana Kenfack (University of Bologna), Francesca Prati (University of Oxford), and Monica Rubini (University of Bologna)
The successful integration of immigrants represents one of the major challenges for the European Union. Research on intergroup contact theory has shown that positive intergroup encounters reduces intergroup conflict and might facilitate social integration. However, intergroup contact experiences are not always positive, but also negative, especially for immigrants who are often targeted with discrimination by members of the host society. In a cross-sectional study, we have shown the association of positive and also negative contact experiences with the socio-cultural adaptation strategies of immigrants in Italy. Moreover, the moderating role of mass media negative news about immigrants on the relationship between contact experiences and socio-cultural adaptation of immigrants has been highlighted. The implications of the findings will be discussed.

11:30 - 11:50 Coffee Break

11:50 - 12:15 Blitz Presentations

The influence of civility in social media discussions on the traits and argument quality of ingroup and outgroup interlocutors
Natalia Szostak (University of Social Sciences and Humanities – Sopot) and Natalia Frankowska (University of Social Sciences and Humanities - Warsaw)

The following research will examine the effect of civility of language on perceptions of interlocutors who hold views similar (ingroup) or distant (outgroup) to our own. University and internet samples will observe a conversation between two interlocutors on a social media platform discussing a controversial topic, with only one side using civil language to present their arguments. Two studies are planned where the participants will assess moral indignation towards the interlocutors, the interlocutors’ attributes (e.g. trustworthiness), and the quality of their arguments. It is hypothesised that judgements of an ingroup in uncivil language condition will significantly worsen as compared to a civil condition. Stronger trend in the same direction is expected for judgements of an outgroup. Investigating relationships and moderating effects between conversation civility, perception of interlocutors who hold opposing views and assessment of their argument quality is crucial as social media discussions are an essential part of social life.

I care about me, us and them: The role of self-compassion in inter-group behaviors
Gülşah Kurt (Koç University) and Mehmet Onur Yaşa Koç University)

The aim of the present study is to investigate the role of self-compassion on inter-group emotions (anxiety and anger) and inter-group behaviors (willingness to contact with and help out-group members) across two studies. We hypothesized that self-compassion will predict less inter-group anxiety and anger and will be positively related with contact intention and helping. 120 White Americans were recruited through MTurk. They filled out Self-Compassion Scale, Common In-group Identity Scale, Inter-group Emotions, Inter-group Contact and Inter-group Helping Scale by considering the immigrants in the US. A series of hierarchical regression demonstrated that self-compassion and common in-group identity significantly predicted less inter-group anxiety and higher contact intention. Since self-compassion can be improved, these results provide a pivotal tool to reduce inter-group bias. Employing an experimental design, Study 2 continues with Turkish and US samples where we by manipulating self-compassion to test the causal association proposed in the conceptual model.
The Rhetorical Employment of Moral Exclusion as a Tool of Strategic Communication in Isocrates’ Speech “Against Lochitou” as a Tool to Analyze the Rhetorical Construction of Trump’s Presidency

Letsiou Roxanthi (University of Piraeus) & Athanasios N. Samaras (University of Piraeus)

Individuals innately construct their identity through the significant “others” (Andersen et al., 2010). Moral exclusion triggers this process by demonizing the person of the other group by legitimizing acts of cruelty. The causal relationship is illustrated in a historical text namely: the Isocrates speech “Against Lochitou”. It examines the way in which both rhetorical protagonists in the text construct their moral limits and thus their outergroup demonization. The research based on Opotow’s typology (1990) of facets of moral exclusion, examines hybris (Aristotle, 1383α, Rhetoric) both as one of the most important facets of moral exclusion and as a feature bounded with the financially higher social group, which in turn polarizes communication between social classes. This research explores moral exclusion in relation to the demonization of the wealthy for as a rhetorical device, which functions as a guide for the present and even more for the interpretation of contemporary issues, such as the presidency of Trump in the United States.

For reasons of comparison between the rhetorical strategies and topoi that emerge from the analysis of “Against Lochitou” and the contemporary employment of such devices this study draws from the corpora of two other researches conducted by the Laboratory of Strategic Communication one of the construction of the ethos of president Trump in the Unites States (Dimitriou, 2019) and another on the deconstruction of Trump’s ethos via ad hominem arguments by his opponents (Kolovos & Samaras 2019). Both corpora focus upon events that allows to effectively compare the ancient with the contemporary facets of the rhetorical employment of moral exclusion in relation to the hubris of the extremely wealthy in power. Both corpora are analysed with similar method as the “Against Lochitou”.

Perceptions of interability communication: Examining the influence of disability and relationship type

Gabrielle A. Byrd (University of Kansas) and Yan Bing Zhang (University of Kansas)

Guided by intergroup theories, this survey study examined perceptions of interability communication from the perspective of participants (N = 470) without disabilities. Results revealed that participants reported a higher level of communication frequency with their most frequent disability contact who was a family member than the contact who was a nonfamily member. In addition, participants reported a higher level of communication frequency and anxiety with their contact who had an invisible physical disability than the contact with a visible disability. Furthermore, when the disability contact was a family member, participants reported a higher level of relational solidarity with the contact who had a visible disability than the contact with an invisible disability; however, when the disability contact was a nonfamily member, findings indicated the opposite pattern. These findings indicated the critical role played by the disability and relationship type and the interplay between them in influencing perceptions of interability communication.
12:15-13:00 Keynote Speaker

**CYNDY GALLOIS**, The University of Queensland  
*Intergroup Communication in Health: War, Welfare, Writing*

Poor communication across groups is now described as the leading cause of treatment failures and adverse events in health care, and it is clear that much problematic communication is linked to issues around identity, intergroup relations, and structural issues in the health sector that affect them. In spite of this, most current attempts to improve relations and communication in this sector continue to be interpersonal in nature and to emphasise larger common identities and norms around patient welfare. This paper presents a review of our research into health interprofessional and health professional-patient communication over the past twenty years, which leads to different recommendations. I will emphasise difficult health problems, including complex care, chronic illness and disability. I will focus especially on the beginning and end of life, where interprofessional conflict is very sharp. In addition, I will look at the impact of media on intergroup conflict and harmony in health, and explore the impact of written communication (medical records, patient summaries, etc.) on new developments like electronic patient records. This work leads to a set of recommendations for health communication in the coming years.

13-14 Lunch

14:00-15:30 Panel

**INTERGROUP CONTACT AND DEHUMANIZATION AS COMMUNICATION TOOLS**

**Fading humans to human replicas: The mediating role of the dehumanization in impoverishing social interaction**  
Marta Stragà (University of Trieste), Sara Rigutti (University of Trieste), Andrea Carnaghi (University of Trieste), and Carlo Fantoni (University of Trieste)

Avatar-mediated communication in shared virtual environments is increasingly frequent nowadays. This study analyzed the differential cognitive and emotional underpinnings that regulated the communication with human replicas. We expected that the lower the level of experimentally manipulated human-likeness of the communication partner, the higher the experienced perceivers’ anxiety concerning the interaction. Also, we tested whether this expected effect was mediated by different level of dehumanization of the communication partner. After imagining interacting with one out of four human replicas, varying in the degree of human-likeness (from low-a mannequin- to high-a real human- with the human’s avatar with/without facial features as medium-high/medium-low levels), participants completed replica’s mechanistic-dehumanization, interaction quality and state anxiety scales. Mediation analyses showed that, as human-likeness decreased, dehumanization levels increased, which in turn resulted in a reduction of interaction quality. This reduction was associated with higher anxiety levels. Results were discussed with respect to the literature on avatar-mediated communication.
The role of threat on meta-(de)humanization
Melissa Pavetich (University of Greenwich) and Sofia Stathi (University of Greenwich)

Perceiving to be viewed negatively by another group (meta-dehumanization) can have detrimental consequences for intercultural communication. This research aimed to experimentally investigate whether meta-humanization would reduce hostility and improve the desire for intergroup contact between Muslims and non-Muslims. In five studies threat was tested as a moderator of the indirect effect of meta-(de)humanization on a series of outcomes: Islamophobia, hostility, reciprocity, intergroup contact, and a behavioural intention. Muslims and Non-Muslims from Canada and the UK (N = 756) completed questionnaires using Qualtrics. Results were analyzed using PROCESS, Model 7. Consistent with expectations a conditional process, in which low and medium threat moderated the indirect effect of meta-humanization sequentially reducing outgroup dehumanization and our negative outcomes, and increased interest in intergroup contact and the prosocial behavioural intention. This research highlights an unsettling phenomenon for intercultural communication, that as certain groups perceive to be a threat the cycle of dehumanization may become worse.

The process of reconciliation in the post-conflict areas: Effects of expression of apologies and of acknowledgement of group responsibility
Anna Kosic (La Sapienza-University of Rome)

This study aims to explore which factors and mechanisms can help young people in post-conflict areas to increase their propensity towards inter-group contact and reconciliation. Several authors suggest that the acceptance/acknowledgement of collective responsibility and apology are essential factors for the process of reconciliation (e.g., Cehajic-Clancy et al., 2011; Nadler, 2012). This study aims to explore which effects could produce among young people the awareness that a political leader acknowledged group responsibility and expressed an official apology. This study proposes a distinction between the recognition of group responsibility vs. sub-group responsibility. Two semi-experimental studies were conducted: (1) among students in Northern Ireland (N = 266), and (2) in Croatia (N = 261) by using a questionnaire containing different scales and a fictitious story. Results showed that the greater propensity towards reconciliation is manifested in the condition when young people read the fictitious story about a political leader from the own group who acknowledged sub-group responsibility.

Reducing prejudices with stories: The role of transformative roleplay and immersiveness.
Aurelio Castro (University of Padua) and Erika Rosa Mineo (University of Padua)

Everyday we perform a multitude of scripts and roles which might lead us to self-confirm our biases of the world and its actors. Shifting our perspective through imaginative contact proved to be useful in reducing prejudices at an interpersonal and intergroup level. Since we need new effective ways of employing these interventions, the paper provides a literature review and research data on how to intersect imaginative contact and roleplay to facilitate intergroup communications and reducing prejudice. Transformative roleplaying invites members of a group to explore the complexity of interpersonal interactions by living diverse roles and identities while, at the same time, shifting the meaning of their playful experience to their psychosocial development and insight. We conducted a mixed-method research in Italy and New Zealand by running group sessions of trasformative roleplay and interviews. Additionally, we administered a questionnaire with a story completion, measures of prejudices, flow and psychosocial variables.
**Intergroup contact and the rise of populist attitudes**  
Sandy Schumann (University College London), Fabian Thomas (University Koblenz-Landau), Franziska Ehrke (University Koblenz-Landau), and Julia Dupont (University Koblenz-Landau)

Support for populist parties and movements has increased substantially in recent years. The aim of our study was to examine whether interactions with individuals who hold different political opinions would attenuate or strengthen populist attitudes, defined by individuals’ anti-elitist and anti-pluralist beliefs as well as the endorsement of popular sovereignty. We conducted a four-wave survey study with a population sample (N = 302) in Germany and over-sampled respondents who sympathized with a populist radical right and populist left-wing party. Results showed that the strength of populist attitudes was reduced over the course of nine weeks. Importantly, the frequency of interactions with others who hold opposing political opinions moderated this effect such that more frequent intergroup contact lead to lower growth rates of populist attitudes. Findings are discussed in the context of the intergroup contact literature, pointing as well to practical implications.

15:30-16:00 Coffee Break

16:00 – 16:30 **Closing**