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# Exploring the Impact of AI Chatbots on the Development of Intercultural Communicative Competence in English Communication Classes

Abstract

In today's globalized context, integrating language learning with cultural understanding is essential for developing intercultural communicative competence (ICC). This study explores the effectiveness of multilingual AI chatbots in fostering ICC among English-major students at the University of Foreign Languages and Information Technology (HUFLIT). Two approaches were applied: Interactive Multilingual Communication Practice (IMCP), where 40 students engaged in real-time multilingual conversations; and Chatbot-supported Cultural Content Exploration (CCECS), involving 30 students exploring and discussing cultural materials in multiple languages. Analysis of chatbot logs, reflective journals, and interviews revealed that both methods significantly enhanced ICC. IMCP participants improved language adaptability and confidence in switching languages, while CCECS learners demonstrated greater cultural awareness and analytical skills. The findings highlight the potential of multilingual AI chatbots as powerful tools for advancing both language proficiency and intercultural communication skills in modern education.

Keywords: AI chatbots, intercultural communicative competence, multilingual communication, English language learning, cultural awareness

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