Helen Spencer-Oatey is Professor in the Centre for Applied Linguistics at the University of Warwick, UK. Having lived and worked abroad for many years, her primary research interests are in intercultural interaction and the internationalisation of higher education. Her research is interdisciplinary in approach and her well-known books include *Intercultural Interaction* (Palgrave) and *Culturally Speaking* (Continuum); her forthcoming books for 2020 are *Developing Global Leaders: Insights from African Case Studies* (Palgrave) and *Intercultural Politeness* (Cambridge University Press). Helen is particularly interested in the applied relevance of her research and, with colleagues, has developed extensive intercultural resources for practitioners, including frameworks, assessment tools and e-training modules, available via the [GlobalPeople](#) website.